



Critical Skills for Recovery: Mental Health and Organisational Disruption Skill Set and Unit of Competency

DRAFT (V1.0) FOR PUBLIC REVIEW

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Table of Contents

BSBSS00129 Cross-Sector Mental Health and Organisational Disruption Skill Set	2
BSBWHS532X Support mental health in response to organisational disruption.....	3

DRAFT

BSBSS00129 Cross-Sector Mental Health and Organisational Disruption Skill Set

Description

This skill set addresses the skills and knowledge to support mental (or psychological) health in the context of organisational disruption. It equips the learner with the skills and knowledge required to participate in the management of psychological health and safety in the workplace and provide support to others in the event of disruption to an organisation or work area.

This skill set does not qualify the learner as a mental health professional. For information on delivery, please refer to the relevant Companion Volume Implementation Guide and RTO Guidance available on VETNet.

Pathways Information

The unit of competency from this skill set can contribute to credit towards BSB50120 Diploma of Business, BSB50420 Diploma of Leadership and Management, BSB51319 Diploma of Work Health and Safety and other qualifications that allow for selection of this unit of competency.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this skill set at the time of publication.

Skill Set Requirements

BSBWHS532X Support mental health in response to organisational disruption

Target Group

This skill set is for those who work in a variety of industries and work contexts, who are responsible for supervising others. Some may have managerial responsibilities. Depending on the industry and work context, this may include frontline managers, supervisors, team leaders or small business operators.

Suggested words for Statement of Attainment

This unit of competency from the BSB Business Services Training Package meets industry requirements to support mental health in the event of organisational disruption in a variety of contexts.

BSBWHS532X Support mental health in response to organisational disruption

Application

This unit describes the skills and knowledge required to support the mental (or psychological) health of personnel in an organisation or work area through a disruptive event. It involves identifying and responding to psychosocial hazards that have been introduced or increased by organisational disruption.

This unit applies to individuals who work in a range of supervisory or managerial roles across all industries, and who apply knowledge of work health and safety (WHS) and mental health principles.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

NOTES

1. The term ‘mental health’ is defined by the World Health Organisation as “a state of well-being in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.” The terms ‘mental health’ and ‘psychological health’ are equivalent.
2. The terms ‘occupational health and safety’ (OHS) and ‘work health and safety’ (WHS) are equivalent, and generally either can be used in the workplace. In jurisdictions where model WHS laws have not been implemented, registered training organisations (RTOs) are advised to contextualise this unit of competency by referring to existing WHS legislative requirements.
3. The model WHS laws include the model WHS Act, model WHS Regulations and model WHS Codes of Practice. See Safe Work Australia (SWA) for further information.

Unit Sector

Cross-Sector – Workplace Mental Health

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Document psychosocial hazards related to organisational disruption	1.1 Analyse nature and extent of organisational disruption 1.2 Identify rights and obligations of own role under WHS legislation that apply to psychological health and safety 1.3 Identify psychosocial hazards that have been introduced or increased as a result of disruption 1.4 Consult with relevant stakeholders in relation to new and increased psychosocial hazards 1.5 Update register of psychosocial hazards for organisation or work area according to legislative requirements

2. Coordinate risk assessment process	<p>2.1 Assess severity of risk associated with new and increased psychosocial hazards</p> <p>2.2 Consult with relevant stakeholders and confirm assessment</p> <p>2.3 Document risk assessment according to organisational policies and procedures</p>
3. Contribute to managing new and increased psychological risks	<p>3.1 Identify and evaluate possible risk control measures according to hierarchy of control measures</p> <p>3.2 Contribute to selecting risk control measures according to organisational policies and procedures</p> <p>3.3 Support the development of a plan for reviewing and evaluating risk control measures</p>
4. Provide support in a crisis situation	<p>4.1 Identify signs of distress, psychological injury and suicide risk in others</p> <p>4.2 Respond to affected individuals with care, within the limits of own knowledge and ability</p> <p>4.3 Refer affected individuals to support services and resources according to individual needs</p>
5. Coordinate support for individuals experiencing psychological injury	<p>5.1 Implement reasonable adjustments for individuals experiencing psychological injury according to legislative requirements</p> <p>5.2 Assist with rehabilitation and return to work processes according to legislative requirements and organisational policies and procedures</p>
6. Maintain a supportive work environment	<p>6.1 Contribute to processes for ongoing communication and consultation with employees as workplace circumstances evolve</p> <p>6.2 Support processes for reintroducing employees to the workplace environment in a physically and psychologically safe manner</p> <p>6.3 Provide support to employees leaving the organisation according to organisational policies and procedures, and within the limits of own ability and responsibilities</p>

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Oral communication	<ul style="list-style-type: none"> • Presents information and opinions using language and non-verbal features appropriate to audience • Asks questions and participates in discussions using listening and questioning to elicit views of others and to clarify or confirm understanding
Writing	<ul style="list-style-type: none"> • Prepares workplace documentation that communicates psychological health and safety information clearly and effectively
Teamwork	<ul style="list-style-type: none"> • Collaborates and consults with others to achieve shared goals in mental health
Planning and organising	<ul style="list-style-type: none"> • Selects and uses appropriate conventions and protocols when communicating at various levels • Sequences complex activities, monitors implementation and manages relevant communication when developing plans
Initiative and enterprise	<ul style="list-style-type: none"> • Ensures knowledge of legislative requirements and resources is current and accurate • Assesses opportunities to improve organisational policies and procedures to better meet organisational goals and needs
Self-management	<ul style="list-style-type: none"> • Gathers and analyses feedback to improve plans and processes

Unit Mapping Information

No equivalent unit. New unit.

Links

Companion Volume Implementation Guide is found on VETNet:

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>

Assessment Requirements for BSBWHS532X Support mental health in response to organisational disruption

Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- coordinate a risk assessment process and implement at least three psychological risk control measures for the organisation or work area in response to a disruptive event
- provide support on at least two occasions for different individuals experiencing a crisis situation
- coordinate support for two individuals experiencing psychological injuries
- establish a work environment that supports employee mental health.

In the course of the above, the candidate must:

- contribute to the development of a plan for reviewing psychological risk control measures.

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Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- causes of organisational disruption, including:
 - public health risks, including epidemics and pandemics
 - environmental changes and natural disasters
 - economic and geopolitical factors
 - operational disruption, including mergers or acquisitions, litigation, operational transformation and technological developments
- WHS legislation, rights and obligations relating to psychological health and safety, including:
 - duty of care
 - due diligence
 - privacy and confidentiality
 - mandatory risk compliance
 - collective processes and powers, including cease works
- psychosocial hazards relating to organisational disruption, including:
 - exposure to physical hazards and poor environmental conditions
 - exposure to violence, aggression, traumatic events and discrimination
 - increased work demand
 - low support and isolated work
 - poor workplace relationships
 - poor organisational change management
 - increased emotional distress
- non work-related causes of stress, including:
 - financial stress
 - balancing work and caring responsibilities
 - concern for vulnerable family members and friends
 - change to activities that support good mental health
- signs of distress and psychological injury, including:
 - mood and behavioural changes
 - absence from the workplace
 - changes in social interactions
- types of crisis situations, including:
 - potential suicide
 - threats to harm others
 - self-harm
 - received threats
 - abuse, including child abuse
 - domestic and family violence
- workplace mechanisms that support mental health, including:
 - flexible ways of working, including working remotely and flexible start and finish times
 - providing access to mental health support services and resources, including professional help and personal leave
 - providing access to mental health training
- methods of accessing mental health resources and support services internally and externally, including:
 - Employee Assistance Programs (EAPs)
 - publications of key bodies, including Safe Work Australia, World Health Organisation and Mental Health First Aid

- strategies and techniques to:
 - manage personal stress
 - support work-life balance
 - have supportive conversations with individuals who may be experiencing psychological injury
 - create a safe and supportive workplace culture
- common reasonable adjustments that support an individual with a mental health condition to continue working or return to work, including adjustments relating to:
 - work tasks
 - work hours
 - location of work
- legislative requirements associated with providing reasonable adjustments.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- WHS laws, and organisation policies and procedures required to demonstrate performance evidence
- case studies and, where possible, real situations
- opportunities for interaction with others.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

Companion Volume Implementation Guide is found on VETNet:

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>