



Australian Government

BSBWHS432X Contribute to organisational mental health response in the context of disruptive events

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.2.

Application

This unit describes the skills and knowledge required to support the mental (or psychological) health of employees in an organisation or work area in the context of a disruptive event. It involves participating in the management of psychological health and safety in the workplace and providing support to others in the event of disruption to an organisation or work area.

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

This unit does not qualify the learner as a mental health professional. For information on delivery, please refer to the *Cross-Sector Mental Health and Organisational Disruption Companion Volume Implementation Guide* available on VETNet.

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 Organization as ‘a state of well-being in which an individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community’. The terms ‘mental health’ and ‘psychological health’ are equivalent.
2. The term ‘organisational disruption’ refers to the significant disturbance to the operations of an organisation or work area caused by a ‘disruptive event’. Disruptive events may be internal or external to the organisation and may or may not be foreseeable. Examples include: public health risks (such as epidemics and pandemics), natural disasters, public inquiries and litigation.
3. The terms ‘occupational health and safety’ and ‘work health and safety’ 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.
4. 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. Establish business risk and potential impact in the context of organisational disruption	1.1 Identify internal and external business risks that may contribute to organisational disruption 1.2 Evaluate organisational policies and procedures for addressing internal and external business risks 1.3 Analyse potential disruption to organisation or work area
2. Contribute to managing psychological health and safety in the context of a disruptive event	2.1 Review existing risk register for identified psychological health and safety risks 2.2 Identify new psychosocial hazards and changed psychological risks caused by disruptive event 2.3 Assess severity of risk associated with new psychosocial hazards and changed psychological risks 2.4 Consult with relevant stakeholders and confirm assessment in relation to new psychosocial hazards and changed psychological risks 2.5 Identify and evaluate possible risk control measures according to hierarchy of control 2.6 Contribute to selecting risk control measures according to organisational and legislative requirements 2.7 Support development of a plan for reviewing and evaluating selected risk control measures
3. Contribute to communications and consultation in response to a disruptive event	3.1 Support development of a communications and consultation plan for organisation or work area 3.2 Contribute to processes for ongoing communication and consultation with employees as workplace circumstances evolve
4. Provide support to employees experiencing psychological distress	4.1 Identify signs of psychological distress in employees 4.2 Respond to employees showing signs of psychological distress within the scope of own role and according to organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	4.3 Refer employees showing signs of psychological distress to support services and resources according to individual needs 4.4 Document support provided according to organisational policies and procedures and legislative requirements
5. Maintain a supportive work environment during organisational disruption	5.1 Support processes for introducing employees to the workplace environment in a physically and psychologically safe manner 5.2 Contribute to implementing reasonable adjustments for employees experiencing psychological injury according to organisational policies and procedures and legislative requirements 5.3 Provide support to employees permanently leaving the organisation within the limits of own role and according to organisational policies and procedures and legislative requirements

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
Reading	- Interprets and critically analyses texts when contributing to work-related psychological health and safety - Constructs meaning from texts to assist in promoting work-related psychological health and safety
Oral communication	- 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 - Uses appropriate communication styles and techniques when engaging with employees who are experiencing psychological distress
Teamwork	- Collaborates and consults with others to achieve shared goals in psychological health and safety - Adapts personal communication style to build trust and positive working relationships and to show respect for the diverse opinions, values and particular needs of others - Uses a variety of strategies to promote effective relationships between

Skill	Description
	team members and to foster a supportive culture
Planning and organising	• Selects and uses appropriate conventions and protocols when communicating at various levels
Initiative and enterprise	• Maintains knowledge of legislative requirements and resources that is current and accurate • Assesses opportunities to improve organisational policies and procedures to better support psychological health and safety in the workplace

Unit Mapping Information

No equivalent unit. Newly created unit.

Links

Companion Volume Implementation Guides are found on VETNet: -

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