

# MENTAL HEALTH HUB

*A national centre of excellence in developing mental health strategies and initiatives*

GB's Mental Health Consultants form our unique Mental Health Hub, bringing a diverse clinical backgrounds including psychology, psychiatric nursing, social work, occupational rehabilitation counselling and specialist experience in areas such as sleep. The hub allows our teams to access expertise and support to effectively manage psychological injury claims.

Our claims teams are trained in trauma informed care and motivational interactions to ensure we do no harm in our interactions with injured workers and strengthen their own level of motivation in their recovery.

Mental Health Consultants participate in Collaborative Conversations with injured workers, treating health practitioners and key stakeholders to progress treatment, return to work and recovery.

The Mental Health Hub is supported by external clinical and organisational psychologists to ensure they are kept up to date with the latest clinical strategies.

A proactive and comprehensive Critical Incident framework is in place within the Mental Health Hub and often supports critical incidents that are escalated within the Customer Experience team.

The Hub provides a range of benefits, including:



Specialisation and extensive knowledge regarding industry challenges, suitable psychological duties and potential barriers



Clinical engagement and peer-to-peer contact to discuss capacity, treatment plans and prognosis



Facilitate the relationship between worker and employer through the Connect Framework



Facilitate training and model collaborative conversations to increase case manager capability and confidence in interactions



Attendance at strategic, multidisciplinary case conferences to collaborate on claims strategy



Development of tailored projects & programs to respond quickly to different needs

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*I was not aware that this service was available until [the Mental Health Consultant] reached out and offered. Your involvement to provide mental health wellbeing to our staff was fantastic. The injury to [injured worker] was very traumatic and you definitely provided healing to the mental scars. Your approach was mindful and you guys displayed empathy to the entire group.*

*I was regularly updated on progress and appreciated the recommendations put forward for the RTW of the Afternoon Shift crew.*

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## EMPLOYER FEEDBACK FOLLOWING CRITICAL WORKPLACE INCIDENT

For more information on the Mental Health Hub or any other Gallagher Bassett service, please contact:

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