

Small Business Self - Assessment Tool

Supporting tool for the Victorian Mentally Healthy
Workplaces Framework

Victorian Government



Acknowledgement of Country

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Key terms and their meaning:

Business Types: This framework has been developed for all Victorian Businesses, including sole-traders, small business, not-for-profit organisations, for profit organisations, government organisations and volunteer organisations. Either the term "**workplaces**" or "**organisations**" has been used in this framework as a catch-all to represent all different types of businesses and places where people conduct work. Unless specifically mentioned, the information provided is guidance for all Victorian business types and all workplace types, including working from home or remote work, and working outdoors.

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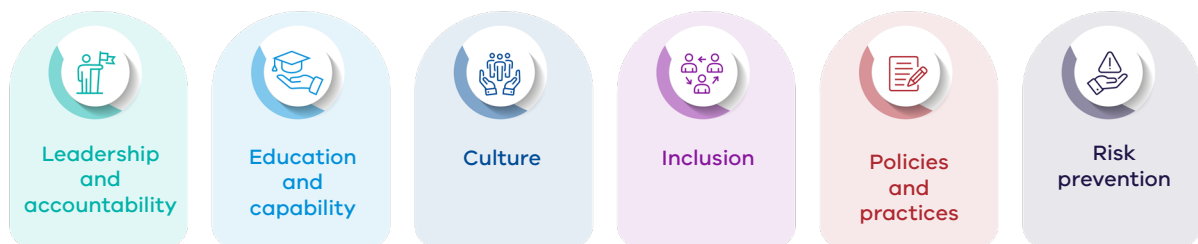
Small business self-assessment tool

Overview

This free self-assessment tool is designed for small businesses. It has been developed to provide a quick and useful way for you to:

- Understand what your business is doing well to support a mentally healthy workplace.
- Identify areas for improvement for a more mentally healthy workplace.
- Make informed decisions on actions and initiatives to drive a mentally healthy workplace.

This tool is a survey designed to assess key behaviours/observations related to six areas of focus:



The six areas of focus relate to key characteristics within a workplace that help make it mentally healthy. The content within this tool has been designed based on existing evidence-based resources, including:

- [Workplace Wellbeing Assessment](#) – News South Wales Government
- [Mentally Healthy Workplaces during COVID-19: Small Businesses](#) - National Mental Health Commission
- [Small Business and Mental Health – Through the Pandemic](#) – The Australian Government the Treasury
- [Work and Mental Health](#) – Beyond Blue

Who this tool is for

This tool should be completed by your workers at any time that suits your business to give you a deeper understanding, as a small business owner, about where to focus attention and what to do next. It is recommended that you also engage with the tool and self-assess, using the Small Business Owner section of the tool. Further guidance around useful approaches is provided below.

How to use this tool

The survey takes approximately 10 minutes to complete for small to medium businesses, and approximately five minutes for sole traders. Scores are assessed on a 5-point scale, then added to provide an overall score for each domain. Prepare and send introductory communication to workers to provide them with details about the survey and why it is being implemented. Below, you can find guidance on how to communicate this to your workers. Once introductory communications have been shared with your staff, the following steps should be taken:

For small businesses with more than 10 workers

1. Send the survey out to all workers (aim for at least 10 per cent representation). To help ensure that survey responses are collected anonymously, send out the questions via online platforms such as Google Forms or Microsoft Teams Forms.
2. Request that participating workers independently rate each of the items below on a 5-point scale from 5= Always to 1 = Never depending on how advanced they believe a certain behaviour/observation is experienced in the workplace.
3. Send a reminder to complete the survey.
4. Collate responses and add up scores for each domain (see below for more details about scoring).
5. Assess strengths and weaknesses based on results.
6. Share and discuss findings with workers or in focus groups.
7. Refer to the guidance at the end of the section for specific action to implement (as required) for each domain.

For small businesses with fewer than 10 workers

1. Prepare and send introductory communication to workers (see below for guidance on how to do this).
2. Have workers complete the anonymous survey and score these.
3. Assess strengths and weaknesses based on results.
4. Share and discuss findings and next steps with workers.
5. Refer to guidance at the end of the section for specific actions to implement (as required) for each domain.

Communication guidance for all small businesses about the survey

You can use the following guidance to help introduce your workers to the survey:

- Speak with your workers about the survey, what it is, why you are using it, how you intend to use the information. You may wish to do this during a team meeting and/or as part of regular communication channels (email, newsletter etc.)
- Encourage your workers to participate and be honest about their responses. Reassure them that this process will be confidential and that you are not able to know who has responded (anonymity). Be clear about how the results will be used.
- Commit to sharing the results, and driving discussion and action through what you find.
- Set a time limit for completing the survey. While five days should be sufficient, consider your business and worker needs.

Key considerations

- Some individuals may not be comfortable sharing their views in case their responses are identifiable. The survey should be anonymous, and completion of the tool should be voluntary. When discussing the survey with workers, remind them that each survey response will be anonymous and that no one who participates will be identified or negatively impacted by their participation. Any personal information that is disclosed, especially regarding mental health and wellbeing that has the potential to identify anyone, should be kept confidential unless specifically stated otherwise.
- To build trust and buy-in from your workforce, results should be shared with the workforce. It is essential to not only share the results, but to do something with them – i.e take action. (Refer to the *Guide to developing your Mentally Healthy Workplace Strategy and Action Plan*). It can be particularly challenging to share the results if your results are low – in this case, carefully consider how you will convey the results, and importantly what commitments you will make to improve the experiences of the workforce.
- Consider the time frame in which you re-run the survey to see progress of the experiences of your workforce. Usually about six or 12-month intervals, enables time for the actions that you take to be implemented and experienced by your workforce. Follow up surveys demonstrates your commitment to action and improving your workplace for your workers.
- Where it is the preference of workers, the tool can be completed in a group setting/workshop where all individuals contribute to one response sheet with consensus on the response.
- Note: This tool provides an 'indicative' result of business maturity across the domains and indicators. It is not designed to meet every workplace mental health need/query your business may have, nor provide assurance to meeting your obligations under the Occupational Health and Safety Act 2004.

- For the survey, the term “psychosocial” refers to the involvement of psychological and social factors and the influence that social, emotional, spiritual, and mental influences can have on a person’s wellbeing. A psychosocial risk is something that has the potential to cause harm to these factors.

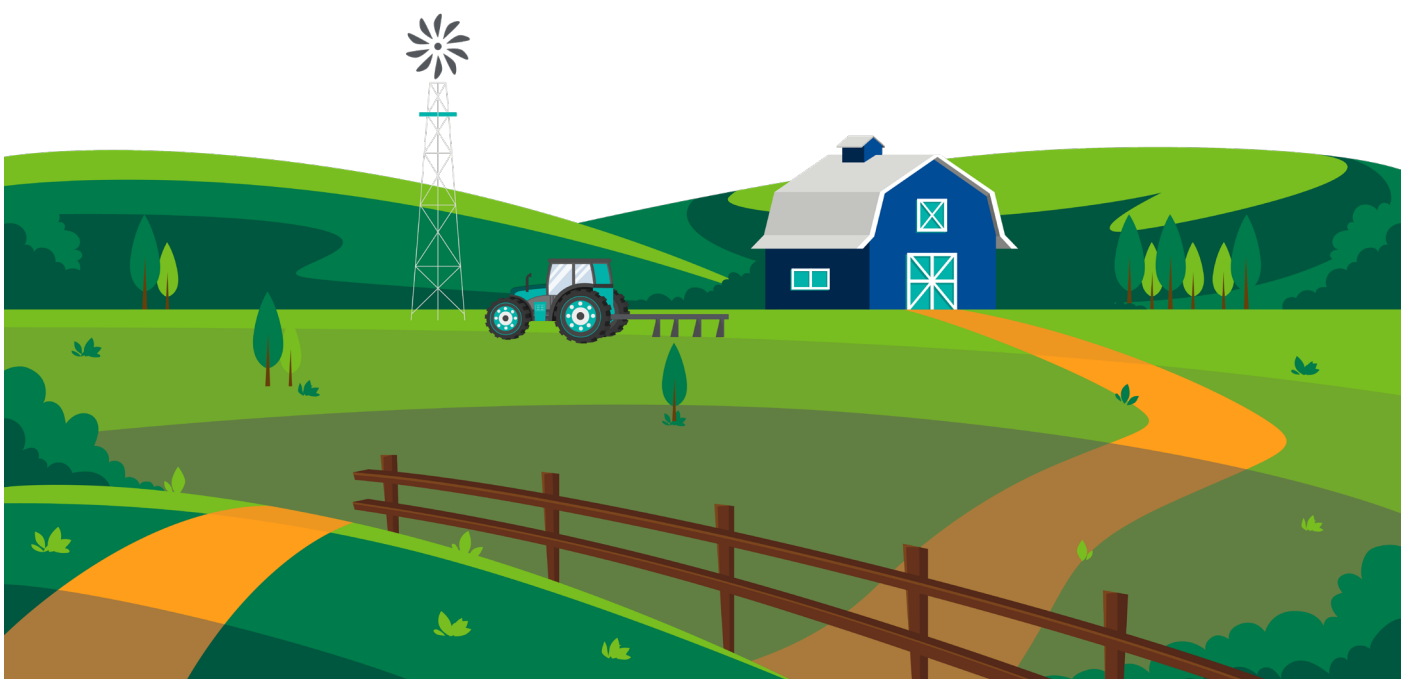
Additional Resources

Additional resources to help you understand how to identify a psychosocial risk in your workplace are available below:

- [Psychosocial Hazards](#) – Australian Government Comcare
- [Model Code of Practice: Managing Psychosocial Hazards at Work](#) – Safework Australia
- [Managing Psychosocial Risks at Work](#) – Safework Australia
- [Psychosocial Hazards Contributing to Work-Related Stress](#) – WorkSafe Victoria

In addition to the links available above, the below resources may be useful in helping you to support your business to be mentally healthy:

- [WorkWell Toolkit for small business, that offers access to the full suite of WorkWell resources](#) – WorkSafe Victoria
- [Small Business Guides to Mentally Healthy Workplaces](#) – National Mental Health Commission
- [Create a Mentally Healthy Workplace](#) – Australian Government Business



Small Business Owner Self - Assessment Tool

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Small Business Owners

Leadership and Accountability



In the Workplace, I:



Always Usually Sometimes Rarely Never

1. Engage in good mental health and wellbeing practices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Balance both my professional and personal priorities well	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Am available to my workers, and am willing to listen to worker mental health and wellbeing concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Feel capable and confident in responding to worker mental health and wellbeing concerns	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Feel empowered to safely speak about my lived experience and career learnings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOMAIN SCORE

/25

If these behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [Beyond Blue, NewAccess for Small Business Owners](#)
- [National Mental Health Commission, Mentally Healthy Workplaces, Principles of mentally healthy leadership](#)
- [Ahead for Business helps small business owners take action on their mental health and wellbeing through personalised resources and tools tailored to their specific needs](#)
- [Victorian Public Sector Commission Wellbeing Toolkit, Caring for yourself](#)
- [Black Dog Institute, Workplace Mental Health for Leaders](#) (paid eLearn)

Culture

 **In my workplace:**



	5	4	3	2	1
	Always	Usually	Sometimes	Rarely	Never
1. The business's purpose is well understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Roles and accountabilities are clearly communicated to workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Workers are comfortable speaking openly about their needs at work, including those impacting their mental health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. We have an open, honest and trusting environment and workers are supported to foster this within their teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Workers can feel confident that their concerns will be taken seriously and that they will not be negatively impacted by raising them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOMAIN SCORE /25

If these behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [SafeWork, Leadership and culture](#)
- [National Mental Health Commission, Mentally Healthy Workplaces, How culture affects psychosocial risk](#)
- [Victorian Public Sector Commission Wellbeing Toolkit:](#)
 - [Team Culture](#)
 - [How to talk with someone about their wellbeing](#)

Policies and Practices



In my workplace, policies and practices:



1. Provide workers with access to adequate support services to manage their mental health and wellbeing at work (e.g. counselling)
2. Are co-designed with workers, particularly those impacted by them
3. Are consistently reviewed to ensure they balance worker and business needs
4. Support workers to feel comfortable raising challenges or concerns in a safe environment
5. Are designed to allow workers to prioritise their wellbeing

	5	4	3	2	1
1. Provide workers with access to adequate support services to manage their mental health and wellbeing at work (e.g. counselling)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Are co-designed with workers, particularly those impacted by them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Are consistently reviewed to ensure they balance worker and business needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Support workers to feel comfortable raising challenges or concerns in a safe environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Are designed to allow workers to prioritise their wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOMAIN SCORE

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If these behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [SafeWork, Model Code of Practice: Managing psychosocial hazards at work](#)
- [SafeWork, Preventing workplace sexual harassment – guidance for small business](#)
- [The Centre for Transformative Work Design, How to Lead Flexible Work: A Guide to Successful Policy and Practice](#)
- [Beyond Blue, Workplace bullying, harassment and mental health](#)

Education and Capability



In my workplace:

5 Always 4 Usually 3 Sometimes 2 Rarely 1 Never

1. Workers understand/recognise signs of reducing and poor mental health and wellbeing, and know how to manage this for themselves (including accessing support and help seeking)

2. Workers know how to recognise and respond to other peoples' wellbeing needs in a timely manner

3. Training is available to all leaders and workers that builds capability and confidence to identify and manage the mental health and wellbeing at work

4. There are strategies in place to proactively monitor and prioritise mental health and wellbeing during times of increased workload/ stress

5. We have access to tools and resources to create a mentally healthy workplace

DOMAIN SCORE

/25

If these behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [National Mental Health Commission, Mentally Health Workplaces](#)
- [Australian Small Business and Family Enterprise Ombudsman, Mental Health Beyond Blue, How to talk to someone you're worried about](#)
- [Victorian Public Sector Commission Wellbeing Toolkit, Reward and Recognition](#)

Inclusion



In my workplace:



Always Usually Sometimes Rarely Never

1. Needs and preferences of workers are respected and supported	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Opportunities exist for workers to build strong interpersonal relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. There is a strong sense of belonging and connectedness amongst all workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Wellbeing programs and initiatives are relevant to, and easily accessed, by all workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Wellbeing programs and initiatives are tailored to meet the unique needs of workers from diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOMAIN SCORE

/25

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- [Australian Human Rights Commission, Employers Toolkits, guidelines and other resources](#)
- [Business.gov.au, Equal opportunity and diversity](#)
- [Black Dog Institute, Supporting young workers mental health in the workplace \(webinar\)](#)
- [Victorian Public Sector Commission Wellbeing Toolkit](#)
 - [Diverse and Inclusive Teams](#)
 - [5 things to do to be an inclusive people manager](#)
 - [How to run inclusive meetings](#)
 - [Employees with a disability](#)

Risk Prevention

 **In my workplace:**



	5	4	3	2	1
	Always	Usually	Sometimes	Rarely	Never
1. Workers are actively involved in identifying workplace risks or hazards that affect them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Hazards related to physical wellbeing and mental health are proactively managed, allowing workers to share their thoughts and raise issues	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Workers are appropriately trained to identify aspects of work that may cause physical or psychological harm and associated risks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. There are clear processes in place on how to monitor, measure, and transparently report on psycho- social hazards at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Workers are made aware of the business's commitment to support our mental health and wellbeing at work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

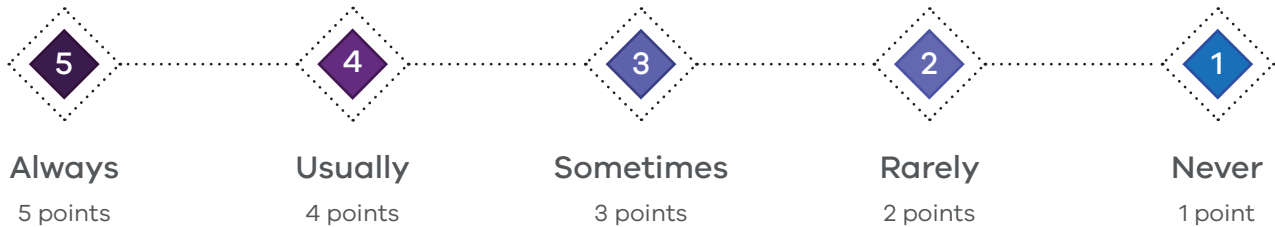
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If these behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [SafeWork, Managing psychosocial hazards at work](#)
- [Victorian Public Sector Commission Wellbeing Toolkit, Safe and Empathetic Work Environments](#)
- [Victorian Public Sector Commission Wellbeing Toolkit:](#)
 - [Workloads and Performance](#)
 - [Work Life Balance and Remote Work](#)
- [Black Dog Institute, Expert Insights for Workplaces \(webinars\):](#)
 - [Managing Psychosocial Risk Factors at Work](#)
 - [Focus on prevention and early intervention](#)

Scoring

Where a business scores below 25 for a domain, it is important for the business to review their scores for each behaviour within the domain to understand which behaviours have been rated more favourably (e.g. "Always" or "Usually"). The behaviours that have been rated less favourably (Rarely or Never) indicate areas that should be prioritised for improvement within that domain. Each answer will achieve between 1-5 points based on the ratings as follows:



Keep Going: (scoring results: 20-25 for a domain)

Where responses are predominantly "Always" or "Usually" (achieving an average score between 20-25), it is recommended that you continue to undertake and promote those behaviours using the current approach - as this score indicates the behaviour is working well.

Need to focus actions: (scoring results: 5-19 for a domain)

Where items have been predominantly rated lower on the scale (achieving an average score between 5-19) for a particular domain, this suggests further actions are likely to be required. Below are resources that will guide you on the key actions areas that may help you improve.

In circumstances where multiple people have completed the tool within one business, it is suggested to average all the scores from participants, within each domain. For example, if an individual has responded with "Always" on 3 out of 5 questions and "Never" for the remaining 2 out of 5 questions for 'Leadership and accountability', giving a total score of 21 out of 25, while another participant's responses result in a total score of 19 out of 25, the overall score for that domain is the average of the two scores amounting to 20 out of 25 (assuming only 2 people completed the tool).

To help you understand your final scores for your business under each domain, the Scoring Card that has been attached as 'Attachment A' can be used to calculate the average responses.

You may seek to retake this survey every six months / one year to track progress over time, be proactive in addressing future potential issues, and knowing how to prioritise key actions.

Scoring

Small Business Assessment Tool - Scoring Card

Domain	Scores																				Final Score		
	eg.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19		20	
Leadership and Accountability	21																						
Culture	18																						
Policies and Practices	16																						
Education and Capability	18																						
Inclusion	19																						
Risk Prevention	22																						

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Small Businesses

Leadership and Accountability



Leaders in my workplace:



Always Usually Sometimes Rarely Never

1. Visibly role model good mental health and wellbeing practices at work

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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2. Appear to balance both their professional and personal priorities well

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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3. Are available to their workers, and are willing to listen to worker mental health and wellbeing concerns

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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4. Are capable and confident in responding to worker mental health and wellbeing concerns

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

5. Appear empowered to safely speak about their lived experience and career learnings in the workplace

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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DOMAIN SCORE

/25

Culture



In my workplace:



Always Usually Sometimes Rarely Never

1. The organisation's purpose is well understood	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Roles and accountabilities are clearly communicated to us	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Workers are comfortable speaking openly about their needs at work, including those impacting their mental health and wellbeing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. We have an open, honest and trusting environment and we are supported to foster this within our teams	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. We feel confident that our concerns will be taken seriously and that we will not be negatively impacted by raising them.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOMAIN SCORE

/25

Policies and Practices



In my workplace, policies and practices:



1. Provide workers with access to adequate support services to manage their mental health and wellbeing at work (e.g. counselling)

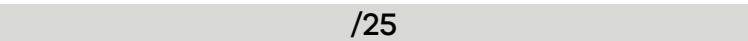
2. Are co-designed with workers, particularly those impacted by them

3. Are relevant to our needs and are easily accessible to workers

4. Supports workers to feel comfortable raising challenges or concerns in a safe environment

5. Are designed to allow workers to prioritise their wellbeing

DOMAIN SCORE



Education and Capability

 **In my workplace:**



1. Workers understand/recognise signs of reducing and poor mental health and wellbeing, and know how to manage this for themselves (including accessing support and help seeking)

2. Workers know how to recognise and respond to other peoples' wellbeing needs in a timely manner

3. Training is available to all leaders and workers that builds capability and confidence to identify and manage the mental health and wellbeing at work

4. There are strategies in place to proactively monitor and prioritise mental health and wellbeing during times of increased workload/stress

5. We have access to tools and resources to create a mentally healthy workplace

DOMAIN SCORE

/25

Inclusion

 **In my workplace:**



1. Needs and preferences of workers are respected and supported
2. Opportunities exist for workers to build strong interpersonal relationships
3. There is a strong sense of belonging and connectedness amongst all workers
4. Wellbeing programs and initiatives are relevant to and easily accessed by all workers
5. Wellbeing programs and initiatives are tailored to meet the unique needs of workers from diverse backgrounds

	Always	Usually	Sometimes	Rarely	Never
1. Needs and preferences of workers are respected and supported	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Opportunities exist for workers to build strong interpersonal relationships	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. There is a strong sense of belonging and connectedness amongst all workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Wellbeing programs and initiatives are relevant to and easily accessed by all workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Wellbeing programs and initiatives are tailored to meet the unique needs of workers from diverse backgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DOMAIN SCORE



Risk Prevention

 **In my workplace:**



1. Workers are actively involved in identifying workplace risks or hazards that affect them

2. Hazards related to physical wellbeing, and mental health and wellbeing are proactively managed, allowing workers to share their thoughts and raise issues

3. Workers are appropriately trained to identify aspects of work that may cause physical or psychological harm and associated risks

4. There are clear processes in place on how to monitor, measure, and transparently report on psychosocial hazards at work

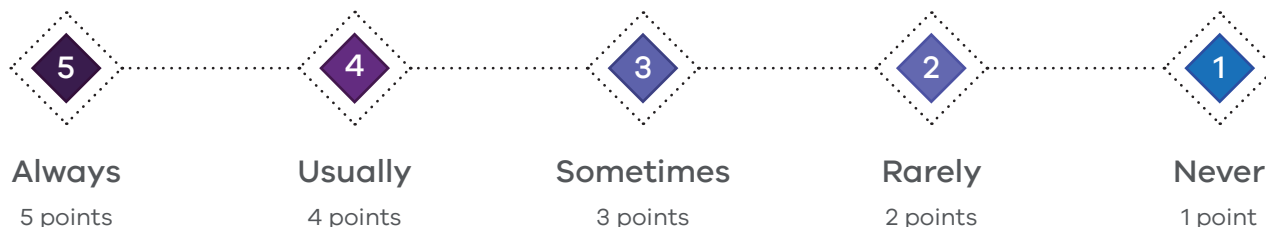
5. Workers are made aware of the organisation's commitment to support our mental health and wellbeing at work

DOMAIN SCORE

/25

Scoring

Where a business scores below 25 for a domain, it is important for the business to review their scores for each behaviour within the domain to understand which behaviours have been rated more favourably (e.g. "Always" or "Usually"). The behaviours that have been rated less favourably (Rarely or Never) indicate areas that should be prioritised for improvement within that domain. Each answer will achieve between 1-5 points based on the ratings as follows:



Keep Going: (scoring results: 20-25 for a domain)

Where responses are predominantly "Always" or "Usually" (achieving an average score between 20-25), it is recommended that you continue to undertake and promote those behaviours using the current approach - as this score indicates the behaviour is working well.

Need to focus actions: (scoring results: 5-19 for a domain)

Where items have been predominantly rated lower on the scale (achieving an average score between 5-19) for a particular domain, this suggests further actions are likely to be required. Below are resources that will guide you on the key actions areas that may help you improve.

In circumstances where multiple people have completed the tool within one business, it is suggested to average all the scores from participants, within each domain. For example, if an individual has responded with "Always" on 3 out of 5 questions and "Never" for the remaining 2 out of 5 questions for 'Leadership and accountability', giving a total score of 21 out of 25, while another participant's responses result in a total score of 19 out of 25, the overall score for that domain is the average of the two scores amounting to 20 out of 25 (assuming only 2 people completed the tool).

To help you understand your final scores for your business under each domain, the Scoring Card that has been attached as 'Attachment A' can be used to calculate the average responses.

You may seek to retake this survey every six months / one year to track progress over time, be proactive in addressing future potential issues, and knowing how to prioritise key actions.

Scoring (Continued)

Small Business Assessment Tool - Scoring Card

Domain	Scores																				Final Score		
	eg.	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19		20	
Leadership and Accountability	21																						
Culture	18																						
Policies and Practices	16																						
Education and Capability	18																						
Inclusion	19																						
Risk Prevention	22																						

Resources to help you grow:

If **Leadership and Accountability** behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [Beyond Blue, NewAccess for Small Business Owners](#)
- [National Mental Health Commission, Mentally Healthy Workplaces, Principles of mentally healthy leadership](#)
- [Ahead for Business helps small business owners take action on their mental health and wellbeing through personalised resources and tools tailored to their specific needs](#)
- [Victorian Public Sector Commission Wellbeing Toolkit, Caring for yourself](#)
- [Black Dog Institute, Workplace Mental Health for Leaders](#) (paid eLearn)

If **Culture** behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [SafeWork, Leadership and culture](#)
- [National Mental Health Commission, Mentally Healthy Workplaces, How culture affects psychosocial risk](#)
- [Allianz, Awareness into Action: A Holistic Approach to Cultivating Mentally Healthy Workplaces in Australia](#)
- [Victorian Public Sector Commission Wellbeing Toolkit:](#)
 - [Team Culture](#)
 - [How to talk with someone about their wellbeing](#)

If **Policies and Practices** behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [SafeWork, Model Code of Practice: Managing psychosocial hazards at work](#)
- [SafeWork, Preventing workplace sexual harassment – guidance for small business](#)
- [The Centre for Transformative Work Design, How to Lead Flexible Work: A Guide to Successful Policy and Practice](#)
- [Beyond Blue, Workplace bullying, harassment and mental health](#)

If **Education and Capability** behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [National Mental Health Commission, Mentally Health Workplaces](#)
- [Australian Small Business and Family Enterprise Ombudsman, Mental Health](#)
- [Beyond Blue, How to talk to someone you're worried about](#)
- [Victorian Public Sector Commission Wellbeing Toolkit, Reward and Recognition](#)

If **Inclusion** behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [Australian Human Rights Commission, Employers Toolkits, guidelines and other resources](#)
- [Business.gov.au, Equal opportunity and diversity](#)
- [Black Dog Institute, Supporting young workers mental health in the workplace \(webinar\)](#)
- [Victorian Public Sector Commission Wellbeing Toolkit](#)
 - [Diverse and Inclusive Teams](#)
 - [5 things to do to be an inclusive people manager](#)
 - [How to run inclusive meetings](#)
 - [Employees with a disability](#)

If **Risk Prevention** behaviours have been rated less favourably (eg a low-middle score overall or specific behaviours rated Rarely or Never) that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [SafeWork, Managing psychosocial hazards at work](#)
- [Victorian Public Sector Commission Wellbeing Toolkit, Safe and Empathetic Work Environments](#)
- [Victorian Public Sector Commission Wellbeing Toolkit:](#)
 - [Workloads and Performance](#)
 - [Work Life Balance and Remote Work](#)
- [Black Dog Institute, Expert Insights for Workplaces \(webinars\):](#)
 - [Managing Psychosocial Risk Factors at Work](#)
 - [Focus on prevention and early intervention](#)

Sole Trader Self-Assessment Tool

Supporting tool to the Victorian Mentally Healthy
Workplaces Framework

Victorian Government



Acknowledgement of Country

We acknowledge the First Peoples of the lands and waters across Victoria and their ongoing strength in practising the world's oldest living culture. We acknowledge the Traditional Owners of the lands and waters on which we live and work and pay our respect to their Elders past and present.

We recognise that poor mental health disproportionately affects First Peoples' communities. Further, there are long-lasting, far-reaching and intergenerational consequences of the dispossession of First Peoples and their Country that are a direct result of colonisation and the establishment of the State of Victoria. This history, and the systems it gave rise to, continue to harm First Peoples today. It is only through community-led approaches to supporting healing and structural transformation to enable true self-determination that we can begin to right the wrongs of the past.

Disclaimer

This guide is intended for general information and guidance purposes only and should not be considered or relied upon as an official compliance tool or advice. Using this guide does not ensure compliance with Occupational Health & Safety (OHS) regulations under the Occupational Health and Safety Act 2004. Additional resources such as those provided by WorkSafe Victoria need to be considered / adopted to abide by regulations.

While efforts have been made to ensure information presented is accurate and reliable, it is important to note that laws, regulations and requirements can change over time and may vary by jurisdiction.

This guide does not constitute legal, professional or regulatory advice. It is recommended that you consult the appropriate jurisdictional resources and consult with qualified legal or compliance professionals if you require specific compliance and regulatory guidance.

Key terms and their meaning:

Business Types: This framework has been developed for all Victorian Businesses, including sole-traders, small business, not-for-profit organisations, for profit organisations, government organisations and volunteer organisations. Either the term **"workplaces"** or **"organisations"** has been used in this framework as a catch-all to represent all different types of businesses and places where people conduct work. Unless specifically mentioned, the information provided is guidance for all Victorian business types and all workplace types, including working from home or remote work, and working outdoors.

Employment Type: This framework has been developed for all Victorians engaged in work. It recognises that people are engaged in work as full-time, part-time or casual employees, self-employed, contractors, volunteers and other types of work. The term **"worker"** has been used in this framework to represent all different ways Victorians are engaged in work. This includes all forms of work, including short term, casual, irregular or insecure work.

Acknowledgement of Lived and Living Experience

We acknowledge people with lived experience of mental ill-health and recovery and the experience of people who have been carers, families, or supporters. Some of the most powerful evidence to the Royal Commission into Victoria's Mental Health System came from the personal experience of people living with mental ill-health, their families, and carers. There has been extraordinary determination and courage as people have revisited painful memories in the hope of shaping a better future for themselves and others. We and other Victorians are deeply appreciative for this.

This website uses language to describe and discuss themes and concepts relating to mental health, but we acknowledge others might use different words to communicate their experience which are also valid.

Crisis support services

If you or someone you know or work with are experiencing a mental health crisis, please contact one of these 24 hours, 7 days services

Lifeline: 13 11 14
Suicide Call Back Service: 1300 659 467
Beyond Blue: 1300 224 636
MensLine Australia: 1300 789 978
QLife: 1800 184 527 (3pm to midnight daily)
Kids Helpline: 1800 551 800
13YARN: 13 92 76

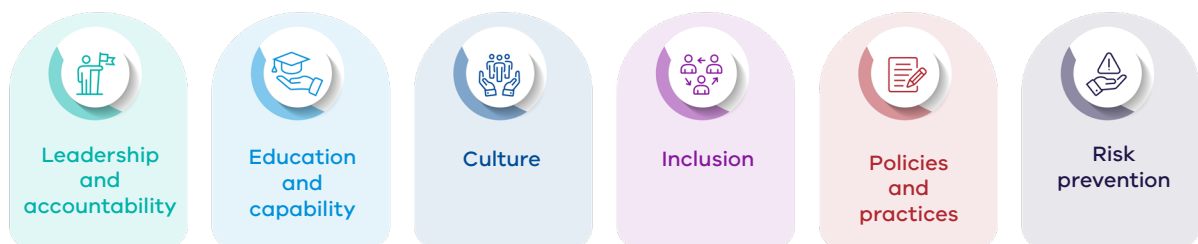
Sole Trader Self-Assessment Tool

Overview

This free self-assessment tool is designed for sole traders. It has been developed as a survey to provide a quick and useful way for you to:

- Understand what you are doing well to support your mental health at work
- Identify areas for improvement for a more mentally healthy working environment
- Make informed decisions on actions and initiatives to support positive mental health at work

This tool is a survey designed to assess key behaviours/ observations related to six domains:



The survey takes under 10 minutes to complete and can be taken at any time that works for you. Scores are assessed on a 5-point scale, added to provide an overall score out of 60.

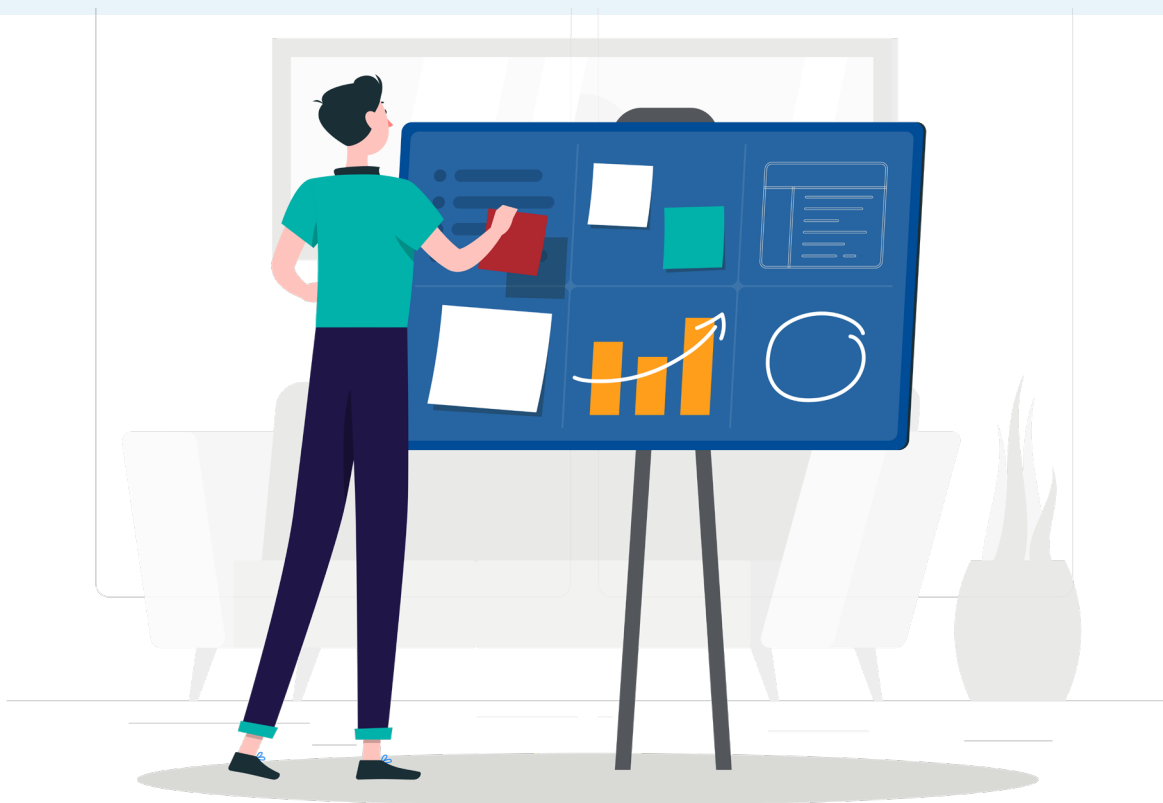


How to use this tool?

1. This tool includes an itemised set of key behaviours/observations that have been grouped according to the Victorian Mentally Healthy Workplaces Framework's (the "Framework") six domains above. This is about how you and your work may be contributing to better mental health or impacting your wellbeing.
2. Complete the survey. Your score should be reviewed to provide an overall score for each response scale by domain to indicate your behaviour, approach or action against each domain and any opportunities for improvement.
3. Assess strengths and weaknesses based on results.
4. Refer to guidance at the end of the section for specific actions to implement (as required) for each domain.

Key Considerations

- *While this tool has been designed to be ready to use, you can tailor the items where this may seem reasonable for your individual context.*
- *Note: This tool provides an 'indicative' result of you and your work in contributing positively to your mental health and wellbeing. It is not designed to meet every workplace mental health need/query you or your business may have, nor provide assurance to meeting your obligations under the Occupational Health and Safety Act 2004.*
- *The term "psychosocial" refers to the involvement of psychological and social factors and the influence that social, emotional, spiritual and mental influences can have on a person's wellbeing. A "psychosocial risk" is something that has the potential to cause harm to these factors.*





Leadership and Accountability



I am comfortable speaking about my lived experience in a workplace context

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

I effectively manage competing priorities, professionally and personally

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

If these behaviours have been rated less favourably that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [Ahead for Business, Creating a Mentally Healthy Small Business](#)



Culture



I understand the importance of being psychologically safe at work

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

I actively look after my wellbeing, including my mental health at work

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

If these behaviours have been rated less favourably that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [National Mental Health Commission, Mentally Healthy Workplaces: Sole Traders](#)



Policies & Practices



My work design (i.e. workload, ways of working) allows me to prioritise my wellbeing daily

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

I know where I can find effective supports that are relevant to my needs at the time

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
--------------------------	--------------------------	--------------------------	--------------------------	--------------------------

If these behaviours have been rated less favourably that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [National Mental Health Commission, Mentally Healthy Workplaces: Sole Traders](#)

 **Education & Capability**



I am equipped to recognise signs of poor mental health and wellbeing and know how to manage this for myself

I have ways to monitor and prioritise my mental health and wellbeing during times of increased stress

If these behaviours have been rated less favourably that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [Beyond Blue, Look after your mental health and wellbeing](#)

 **Inclusion**



When I work or interact with contractors or other businesses, I take note of their mental health and wellbeing needs, for instance, respecting work-life balance for people who work different hours to me, or differences and preferences in the way that others do their work

My work practices and interactions with customers, contractors or other businesses are respectful

I respect and appropriately respond to the diversity and inclusion needs of others I work with

If these behaviours have been rated less favourably that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [Speak to your peak body/ Chamber of Commerce for additional resources that may be available.](#)



Risk Prevention

5

4

3

2

1

Always

Usually

Sometimes

Rarely

Never

I am confident that I can identify workplace risks or hazards that affect me

I proactively manage psychosocial risks at work

TOTAL SCORE

/65

If these behaviours have been rated less favourably that could indicate that those areas should be prioritised for improvement. Resources that could help you include:

- [SafeWork, Sole traders and small business owners](#)

Scoring

In circumstances where your score is below 25, it is important to review your score for each behaviour within the domain to understand which behaviours have been rated more favourably (e.g. "Always" or "Usually"), and which have been rated less favourably (e.g. "Rarely" or "Never"). The behaviours that have been rated less favourably indicate areas that should be prioritised for improvement within that domain. Each question returns a score based on the response scale. Each response will receive between 1 to 5 points as follows:



Keep Going: (scoring results: 55-65)

Where responses are predominantly "Always" or "Usually" (achieving an average score between 20-25), it is recommended that you continue to undertake and promote those behaviours using the current approach - as this score indicates the behaviour is working well.

Need to focus actions: (scoring results: lower than 55)

Where items have been predominantly rated lower on the scale (achieving a score less than 55 overall), this suggests further actions are likely to be required.

You may seek to retake this survey every six months / one year to track progress over time, be proactive in addressing future potential issues, and knowing how to prioritise key actions.