

Jim:

I'm Jim. I'm a supervisor at (beep). And I've got a young team member, Byani, who started with us about nine months ago. For the first six months he was solid. He communicated well, always met deadlines and worked well with the team. He was punctual, almost never missed a day of work. Seemed to really care about his work. We were very happy to have him as part of the team. Then as I said, after about six months, Byani started, uh, detaching from the team. He stopped contributing in team meetings. Then he started missing deadlines and he was confused about processes with the delivery schedules that he'd been doing earlier on pretty easily. So I started putting things in emails to him so he doesn't miss any more tasks or deadlines.

Jim:

Look, it was a surprise to see such a big shift in him. It was hard to know if this is how Bayani really is at work once he's settled in or if there is actually something going on. I pulled him aside to chat about the work stuff, punctuality and deadlines, but he didn't bring anything up about why he was struggling. I didn't want to interfere in his personal life, but I was a bit worried about drugs or, or maybe he had depression. I don't know. I... Because, uh, I don't know much about these things. I just...(sighs).

Jim:

I ended up raising it with my manager to get her input, because I wanted to help him. He's not a bad kid. My manager told me that we have a duty of care to Bayani, to make sure we are checking in with him and asking him if he's okay. We have a mental health policy and procedure for this kind of thing. So I sent him down and told him that I've noticed a big difference in him, and asked if there was anything going on. He told me

he's not sleeping much and he's stressed. There's some kind of trouble at home which I, I won't go into, but, yeah, he opened up.

Jim:

I created a plan together with Bayani to increase workplace supervision sessions with him so he feels more supported. We figured out a way to lower his stress with flexible work hours, and he actually took a bit of time off initially. We also have an external counseling company, through the business, that I offered him, which is covered by the company. He actually gave them a call.

Jim:

While I was spending more time with him, it meant that I was mostly lending an ear. He's a good kid, and he's having a rough time. Uh, his situation does creep into my mind a bit. I debriefed with my manager about it, so we're managing it together. She knows I'm spending a bit of extra time showing him some care.

Jim:

It's been two months since Bayani is back to full-time hours and performing better than ever, actually (laughs). Biani told me in our last catch-up that he's still going to the counselor and that it's helping him heaps with his thoughts. He said he loves working here because we care about our employees. Geez, that was awesome to hear from him.