



Employee Health & Safety Representative Meeting

Date: Thursday 26th August 2021

Time: 3:00 – 4:00 pm

Location: <https://unimelb.zoom.us/j/88918102097> (password to enter: HSR2021)

Chair: Ms Deanne Catmull, HSR Melbourne Dental School

MINUTES

The University employee Health and Safety Representatives acknowledge the Wurundjeri people who are the Traditional Custodians of this Land. We pay respects to the Elders, past, present and emerging of the Kulin Nation and extend that respect to other Indigenous Australians.

1	INTRODUCTIONS	
	HSRs and our meeting guest were introduced. Deanne Catmull welcomed all attendees.	
	ATTENDANCE	
	HSR/guest name	DWG/Department
	Deanne Catmull (Chair)	Melbourne Dental School
	Jessie Malignaggi	Chief Operating Officer Portfolio- Student and Scholarly Services - Student Success
	Hayley Barker	MDHS- Melbourne Medical School - Berkeley
	Victoria Rayner	MDHS- Faculty Operations and individual centres - Centre for Youth Mental Health
	Meredith Potter	Science- Chemistry
	Heather Daykin	MDHS- School of Biomedical Sciences - Pharmacology and Therapeutics
	Paulo Vaz-Serra	Architecture, Building and Planning- Academic
Wayne Davidson	MDHS- Melbourne School of Population and Global Health (A)	
Mark Betar	Engineering and Information Technology- Electrical Mechanical and Infrastructure Engineering (B)	

	Phoebe Lawther	Chancellery-Chancellery (employee rep for Kate Hayes)
	David Collins	Engineering and Information Technology-Chemical and Biomedical Engineering (A)
	Benjamin Cirona	MDHS- Faculty Operations and individual centres - Faculty Services (B)
	David Chan	Engineering and Information Technology-Professional Support Groups
	William Shieh	Engineering and Information Technology-Electrical Mechanical and Infrastructure Engineering (A)
	Aira Nuguid	MDHS- School of Biomedical Sciences - Anatomy and Neuroscience
	Paula Mitchell	MDHS- School of Biomedical Sciences - MDHS@Doherty
	Colin James	MDHS- Faculty Operations and individual centres - Faculty Services (A)
	Rula Paterson	Chief Operating Officer Portfolio- Student and Scholarly Services - Student Success
	Sunnia Rajput	Science- Bio21 Institute
	John Christou	Chief Operating Officer Portfolio-Student and Scholarly Services - Scholarly Services South
	Cathy Alizzi	Faculty of Arts
	Juan Saavedra	Project Services
	Shirley Els	Physics
	Andrew Hammond	School of Biomedical Sciences – Physiology
	Andrew Short	Engineering
	Robert Gordon	Melbourne School of Engineering
	Sunnia Rajput	(Bio21)
	Dinidu Wijesurendra	Faculty of Veterinary Science
	Philippa Knack	MSD
	APOLOGIES	
	Name	DWG representing
	Wayne Davidson	Melbourne School of Population and Global Health (A)

2	CONFIRM PREVIOUS MINUTES (Paper 2) Minutes from the previous meeting were confirmed, unchanged (Paper 2).	
3	ACTION ITEMS PLEASE NOTE: <i>When HSRs bring issues to the forum which then become Action Items, it is advised that they follow up on these items promptly so that they can be reported back at the next meeting with the intention of resolution. Action Items will be deleted from the lists if the person responsible does not follow up or attend the next two meetings to provide clarification and a subsequently amenable resolution.</i>	
	3.1 Coffee with and HSR Program – Financials. Deanne raised this at an OHSC meeting and metwith Stefan to discuss finalizing financial. Financials now approved. Stefan provided 2 x \$50 visa debit cards for mentors to use. Deanne has collected a list of volunteers (mentees and mentors)	Deanne Catmull reported that we have got the financial backing from OHSC team. Deanne has collected a list of volunteers (mentees and mentors). Deanne will pass on the information and paper works to mentees. Deanne has also reached out the several Safety Organizations to obtain HSR Mentee promotional Packs.
	3.2 VTHC HSR course with mental health focus. Katie Wood investigated this course with VTHC and provided details for VTHS info session on psychosocial hazards in the workplace.	Completed. Deanne circulated information to HSRs on 27/7/21. The training session was recorded. Deanne will distribute the link once it is obtained.
	3.3 HSR alternate nominations. New alternates are required in case a HSR who sits on the OHSC is unable to attend. The below nominations have been received: David Chan Dinidu Wijesurendra Lynn Tran (re-nominating) Sunnia Rajput	Dinidu and Lynn have sent in the background information. Awaiting David and Sunnia to send their bios. Once received Deanne will send out ballots for election confirmation.
	3.4 Health and Safety issue: Windows in John Medley Building- (Cathy Alizzi). During the lockdown Dept Facilities at the request of the OHS Department installed window blockers on all the windows in the John Medley Building. Now the sash windows open 10cm only at the bottom, instead of being able to be	(Cathy Alizzi) The thermal issue in the building still remains, having trouble sourcing all the required information. Ventilation data has been gathered but Cathy is yet to see this data. Cathy will raise this at the next OHS meeting (COVID-19 concern). It is suggested to take a photograph of thermometer as evidence of extreme temperatures.

<p>opened at the top, near the ceiling. John Medley has no air conditioning and the north side of the building heats up when the sun hits the windows and bricks. This was done without consultation with the Faculty of Arts HSRs (me [Cathy Alizzi] and Trudie Malloy), or the DWG. I found out from the school manager that it was done as a safety measure in case staff or students fall or throw themselves out the window. But now the thermal comfort and the ventilation in all offices (except 6th floor which is not affected and does have A/C) have been compromised. Sash windows are meant to open at the top so that ventilation and cool air can enter the office. I have had many complaints from SPSS staff about it in writing (can be provided if required), wanting the blocks removed, complaining about stuffiness and heat, even staff on the cooler, south side of the building.</p>	<p>There has been no consultation with staff or the HSR on any aspect of these works which is in breach of the OHS Act 2004. It has been suggested that Cathy uses the UoM local issue resolution procedure to work through this issue. Cathy is also ironing out the issue of being re-nominated as HSR in her DWG. There are some issues with DWG structure and representation that are being sorted out across the University. More clarity is needed.</p>
<p>3.5 Hazard issue: The covered walkway with runs from Elizabeth St to Barry St (Jessie Malignaggi). People are not supposed to ride their bikes along this stretch of walkway, yet people still do. The signage that says “Walk your bike” is not adequate. It’s becoming dangerous having bike riders weave in and around people on such a narrow walkway.</p>	<p>(Jessie Malignaggi) reported that the stencils were put onto ground to show the bikers to dismount and extra signage on the hoardings was put as well. Need to go back to campus to check if this is effective.</p>
<p>3.6 Hazard issue: Pedestrian crossing, corner of Grattan and Barry St (Jessie Malignaggi). Cars that come from Barry St and turn right into Grattan don’t realise that there is a pedestrian crossing right there around the corner. Some cars are not stopping for people crossing the street. Report concerns to:</p>	<p>Jessie clarified that it is the Pedestrian crossing of Grattan and Leicester Street. The response is that safety auditing has been conducted, and it was found that it complies with safety requirements with appropriate visibility and signage. Because it had no other complaints or feedback from the public regarding this crossing, so</p>

	<p>Katherine Geddes, Assistant Project Director x 43930. Or use Snap Send Solve app to log OHS issues.</p>	<p>there is no action that will be taken this time.</p> <p>Jessie will check again once back on campus.</p> <p>Deanne suggests that more complaints are logged through Snap and Solve. Jessie or others can also raise this through their local OHS committees.</p>
<p>4</p>	<p>OCCUPATIONAL HEALTH AND SAFETY COMMITTEE</p> <p>4.1 What's happening at the OHSC</p> <p>4.2 Progress of items previously raised at the OHSC</p> <p>4.3 Items to be raised at the OHSC</p>	<p>4.1/4.2 (Deanne) OHSC haven't met for a while, do not know when the next meeting is.</p> <p>(Heather Daykin) OHSC is working on the dates for the next meeting, and last meeting was in April, although by law supposed to have them at least every three months.</p> <p>4.3</p> <p>(1) DWG structures and HSR nominations.</p> <p>(2) (Paula Mitchell) Mental first aid for the students is now under the Diversity and Inclusion. The question is raised why that is selected. Also, would like to know where the university is standing on the plan of the mental first aid and whether the university will be embracing mental first aid in the same way as they embrace first aid (as in a particular number of personnel per area and required training/frequency).</p>

<p>5</p>	<p>OTHER BUSINESS</p> <p>5.1 Future HSR meetings (Hybrid style? Zoom?)</p> <p>5.2 Employee wellbeing information (Paper 5.2)</p> <p>5.3 Australasian University Safety Association. Our own OHS business partner (FEIT) Theresa Walsh elected Vice President. News and upcoming events.</p> <p>5.4 PINs</p>	<p>5.1 (Deanne) Very likely will stay on Zoom for now until we're advised otherwise.</p> <p>5.2 For noting. Please direct questions or queries to Deanne offline. Deanne can also circulate a separate copy offline if requested.</p> <p>5.3 FEIT OHS Business partner Theresa Walsh was recently elected as vice president of this association, and she informed that there will be the Health and Safety Month in October. She's working with the University and a few other safety organisations for activities and events. She is asking HSR's if we had any ideas for the Health and Safety Month. Deanne will pass on any information received. If HSRs have anything that they would like to see in Health and Safety Month event or anything you'd like to see discussed, please contact Deanne.</p> <p>5.4 (Rula Paterson) Two PINs were issued by Rula in the interests of Grounds Team, which are:</p> <ul style="list-style-type: none"> (i) Pin 1 -alleges a contravention of Section 35(1)(a) and (b) (Consultation) of the Occupational Health and Safety Act 2004. (ii) Pin 2 - alleges a contravention of Section 69(1)(a) and (ii) (Failure to provide information). <p>These pins were related to the consultation process and risk control measures put into place as a result of the restructure affecting Ground Staff in 2019/2020. The Grounds Team had requested information to understand if the control measures to psychological</p>
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		<p>health due to the change process were adequate and had not been able to get a full set of information.</p> <p>A Risk assessment was requested ahead of the next re-structure but it was suggested that the Risk Register be reviewed to cover the specifics of the Grounds Team instead.</p> <p>Rula and others have been preparing some items for inclusion into the risk register to be submitted today.</p> <p>The following actions by Worksafe were agreed upon:</p> <ul style="list-style-type: none"> • The PIN will be withdrawn. • Employer to initiate a consultation process with the 'Campus Services' Designated Work Group' around a review of the 'Campus Management Risk Register' including associated Risk Assessments with a focus on psychosocial hazards – • Employer to communicate the details of the elected Health and Safety Representative for the Designated Work Group at the beginning of the consultation process – • Employer to provide Rula Paterson with data relating to EAP calls from Infrastructure Services and Finance & Employee Services compared to Business Services for a specified period <p>Rula will have a meeting with Stefan next week. Consultation will be reopened, and Stefan will provide the information that Grounds Team were requesting.</p> <p>Deanne pointed out that if our local resolution procedures are not working and there's an immediate risk to Health and Safety, we can</p>
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		issue a PIN. Rula will give 10-minute talk about her experience in the next HSR meeting.
5	NEXT MEETING Thursday 25 th November 2021, 3-4pm via Zoom. https://unimelb.zoom.us/j/88918102097 (password to enter: HSR2021)	

Circulation: All Employee HSRs
University HSR 2021 Meeting Schedule

Location:

Zoom, unless otherwise stated (depending on current state regulations)

Time	Day	Date
2pm	Thursday	25 February
3pm	Thursday	27 May
3pm	Thursday	26 August
3pm	Thursday	25 November

TERMINOLOGY/ABBREVIATIONS:

ERMS: Enterprise Risk Management System. ERMS contains modules to carry out Workplace Inspections, store risk registers, Incident reporting, Incident/Hazard register please see the link: <https://www.riskcloud.net/prod/?ccode=uom>

Health and Safety business partner:

Health and Safety business partners are available to provide support and advice on health and safety matters in your area (eg. OHS Manager, OHS coordinator, OHS advisor, Laboratory Manager etc). To find your local Health and Safety Business partner, click here: <https://safety.unimelb.edu.au/people/community/local-contacts>

TrainMe: Train Me is the University online training platform for most core compliance and Health and Safety Specialist courses. See the following link for more information: <https://safety.unimelb.edu.au/#training>

OREI: Office of Research Ethics and Integrity. The office maintains its commitment to responsible research with honesty, responsibility and accountability, which demonstrates respect for animals used in research, research participants and the environment.

OHS Act: The Occupational Health and Safety Act 2004 (OHS Act) is the main workplace health and safety law in Victoria. It sets out key principles, duties and rights about OHS.

OHS Regulations: The Occupational Health and Safety Regulations 2017 (OHS Regulations) build on the OHS Act. They set out how to fulfil duties and obligations, and particular processes that support the OHS Act. For example, they include requirements for:

- safe operation of major hazard facilities and mines
- training for high risk work
- managing and removing asbestos
- licences for specific activities

The OHS Regulations came into effect on 18 June 2017 and replaced the (old) OHS Regulations 2007.

OHSC: The Occupational Health and Safety Committee is a representative consultative committee. The Committee provides the peak OHS consultative mechanism of the University for management, staff and students to

- facilitate cooperation between Management, staff and/or students in instigating, developing and carrying out measures designed to ensure the

health and safety of staff and/or students throughout the University;

- formulate review and disseminate standards, rules and procedures relating to health and safety that are to be carried out or complied with throughout the University.

OHSC Executive committee: The OHSC executive committee meets on an ad-hoc basis to discuss urgent matters that require action PRIOR to the next committee member. One ELECTED HSR committee member from the OHSC is a member of this committee along with the Associate Director of Health and Safety.

DWG: A Designated Work Group is a grouping of employees represented by an elected employee HSR.

Worksafe: WorkSafe Victoria is the trading name of the Victorian WorkCover Authority, a statutory authority of the state government of Victoria, Australia. WorkSafe Victoria plays a critical role in the lives of Victorian employers and workers - as the state's health and safety regulator and as the manager of Victoria's workers compensation scheme. In both capacities, employers and workers are at the heart of their service.

U/G: Under graduate.

P/G: Post graduate.

Yammer: University social media platform. Yammer is an enterprise social networking platform, designed to help us easily communicate and collaborate. Yammer lets us exchange knowledge, information, files and ideas in real-time and connect with colleagues we might not otherwise have the opportunity to connect with. For more information, see: <https://staff.unimelb.edu.au/about/university-services/the-way-we-work/output-pdfs/Yammer101US.pdf> Health and Safety has its own group you can join once you have a Yammer account via The University of Melbourne Groups tab.

Zoom: Zoom is a high quality video and audio online conferencing tool for desktops and smartphones. It's ideal for online classes, meetings, special events, webinars, remote working and job interviews.

WPI: Work Place Inspection

HSR: Health & Safety Representatives (HSRs) are employees elected by members of a Designated Work Group to represent and safeguard their health and safety interests.

An HSR elected for a DWG may, under the *Occupational Health and Safety Act 2004* (Vic), do any of the following:

- Inspect any part of a workplace in which a member of the DWG works after giving reasonable notice, or without delay in the event of an incident or immediate risk to health or safety.
- Accompany an inspector during a workplace inspection involving their DWG.
- Require the establishment of a health and safety committee.
- If the member of the DWG consents, attend interviews on health or safety matters between that person and an inspector or employer.
- If the HSR is authorised to represent an independent contractor and that person consents, attend interviews on health or safety matters between that person and an inspector or employer.

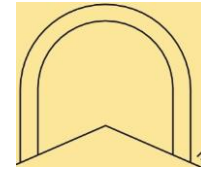
VTHC: Victorian Trades Hall Council. The Victorian Trades Hall Council helps organise activities and campaigns with and on behalf of affiliated unions. Trades Hall is comprised of 40 affiliated unions, representing approximately 430,000 members in Victoria. They are supported by 8 Regional Trades and Labour Councils around Victoria, which represent workers in regional areas and organise around local issues. The Council of Trades Hall meets monthly with delegates from affiliated organisations, and is

the major industrial, political and social forum for Victorian unionists. It can consider and make policy on any matter - political, industrial and otherwise.

TOO: Term of Office. Refers to the length of served as a HSR. According to the OHS Act 2004, the TOO for a HSR is a period not exceeding 3 years. After this time a HSR can be re-elected, but must go through a formal election process within their DWG.

HSR Alternate: Alternate HSR committee member for the OHSC. They are a pool of HSRs that can act as replacements for HSR committee members on the OHSC if they are unable to attend a meeting.

NTEU: National Tertiary Education Union. Organisation which represents employees in the national tertiary sector with regards to workplace rights and conditions, OHS etc.



7 areas of mental wellbeing to nurture while in lockdown

This short guide outlines the steps you can take to work effectively from home. They will help you to proactively manage your mental health while working remotely.



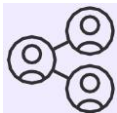
Working well from home

As we continue to battle against Covid-19, the single most important thing we can all do is avoid infection - for many, this means working remotely.

But working from home for extended periods, especially under these circumstances, poses challenges to our mental wellbeing.

We may experience loneliness through disconnection, stress amid the uncertainty, or difficulties balancing work and home life.

Below we share 7 key areas of wellbeing to bolster in yourself, your loved ones, and your colleagues.



1. Connection - Support through loneliness

Some people may find the isolation of working from home overwhelming. Extended periods spent alone put our bodies into a state of stress, and can impact our immune system's ability to cope.

So reach out and support your colleagues. Regular meaningful communication, empathy, and humour are what we should aim for.



2. Calmness - Managing stress and worry

Dealing with this uncertainty in isolation, all while managing our daily duties at work, can lead to new levels of stress, worry, and anxiety. It's important to stay informed, but a continuous stream of news that's spun to tap into nervous energy isn't always helpful.

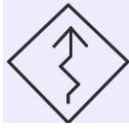
There's no right or wrong. Go out for a run, read a book or do the ironing. Find what works best for you.



3. Happiness - Minding mood in isolation

Drastic changes in structure can tip the balance in our mood. The building blocks of positive mental health that we often take for granted are compromised when we're forced to spend time away from our usual lives.

Get outside and enjoy the fresh air, daylight, and try to take in some exercise. These are crucial steps to boosting mood.



4. Coping - Setting boundaries between life and work

While working from home, the physical boundaries between life and work are literally blurred. This is reflected in our minds too. Without mindful intervention, it can be easy to lose the boundaries between work and home life.

Avoid working in your bedroom and design your day in advance. You shouldn't feel the need to be online constantly. Breaks will make you more productive in the long run.



5. Health - Getting active and eating healthily

Physical and mental health are entwined. Stress and anxiety can be worsened by the fact remote working might restrict our typical opportunities for movement.

Take a walk, go for a run around the park, or get your blood pumping indoors with guided exercise videos. Aim for healthy meals - try filling half of your plate with vegetables and fruits.



6. Sleep - Maintaining a routine

Missing out on quality sleep will impact our ability to cope with the pressures of the day; pressures exacerbated by the unfamiliarity of the situation and even anxieties around infection. Tiredness is both a cause and an indicator of mental ill-health.

Eight hours' sleep - or wherever your sweet spot is - needs to be up there with factors like blood sugar, how much water we've drunk, what we've eaten, and whether we've exercised.



7. Fulfilment - Balancing productivity

Over-productivity can make us struggle to cope, while a lack of it could increase apathy as we lose track of the meaning and fulfilment our regular working routine provides.

Be sure to take regular breaks, chat with colleagues, nurture your relationships with family, check in with friends about stuff that's unrelated to work. Let yourself slack off from time to time.

Focusing on these seven key areas of wellbeing will help you to proactively manage your mental health while working remotely from home.

And remember, no matter how hard things might feel right now, humans always find a way to recover and rebuild. Above all, we must remember to be kind to ourselves and to others.

[READ MORE](#)



ADDRESSING LONELINESS AND BUILDING CONNECTION DURING THE CORONAVIRUS PANDEMIC



Coronavirus (COVID-19) has resulted in many challenges including the loss of daily contact with others that work and social activities so often provides.

People have been required to quickly transition to working from home. Social events and activities have been canceled, and community engagement has been restricted in order to align to government initiatives to slow the spread of the virus.

Although being alone generally provides time for individuals to reflect and come to terms with change, and experiencing loneliness for short periods of time is not necessarily unhealthy, prolonged isolation combined with feelings of loneliness can be damaging to an individual's health and wellbeing.

Being lonely is not the same as having depression or anxiety – it is not a mental illness, however research highlights that loneliness can be a precursor to depression and other mental illnesses. Recognising the signs and putting plans in place to alleviate this experience early will be of considerable benefit to your health and wellbeing.

Key signs of loneliness

Poor sleep – waking up multiple times or not feeling rested after a night's sleep

Poor diet – Eating more, and often unhealthy food as a way of comforting yourself

Poor motivation – feeling sluggish and less energised to engage in everyday activities

Not feeling good enough – negatively comparing yourself to others

Negative self-talk – more time alone can lead to engaging in unhelpful thinking styles

Feeling misunderstood – that others just don't "get you"

Sadness and crying easily – feeling low frequently and sometimes for no obvious reason

Becoming withdrawn – not wanting to spend time with people when the opportunity arises



How you can help yourself

1 NORMALISE YOUR EXPERIENCE

Just knowing that there are many others across the globe experiencing the same feelings can be helpful. In a time when connectivity is easier than ever through social media platforms and the internet, there are still many individuals who feel lonely. It's a normal emotion that everyone experiences at some point in their life, and something that you can overcome.

2 UNDERSTAND HOW LONELINESS AFFECTS YOU

We know from the key signs of loneliness that the experience will be different for each person. It's important to recognise how it may affect your day to day functioning and whether it's starting to have a negative impact on your mental health. Tuning into these thoughts, feelings, and behaviours early and putting strategies in place to shift them can reduce the risk of a more serious mental health issue developing.

3 INCREASE CONNECTION WITH OTHERS

It's important now, more than ever, to stay in touch with loved ones and colleagues. Use video calls where possible for a face-to-face experience, schedule phone calls with friends or family, or engage in social media opportunities to be part of a group. Being part of a group and feeling connected to others significantly reduces feelings of loneliness and depressed mood.

PRACTICE HEALTHY SELF-TALK

Negative self-talk goes hand in hand with loneliness and without shifting this way of thinking, it can become routine and increase your experience of loneliness. Try thinking of three positive things about your life every day for a seven-day period. An example may be things you're grateful for. Don't make this a complicated exercise, simple things are best.

ENGAGE IN A HOBBY OR INTEREST

Boredom adds weight to loneliness but there are still plenty of options to keep yourself occupied. Start with creating a list of your interests and then explore each to see if they're viable options to pursue whilst we are in lockdown. You could be creative in adapting the interest to an indoor activity! The action of going through this activity will allow you to experience how it feels to be occupied and focused on a task.

Staying connected in lockdown



Resource modified from [Lim, M.H. & Badcock, J. \(2020, March 17\). Social distancing can make you lonely. Here's how to stay connected when you're in lockdown. The Conversation.](#)

1. Chat at a distance

Have conversations from a safe distance. You can still interact with people safely by keeping your distance and wearing a mask.

2. Use technology

Use technology to stay in touch. If you can, consider using video. Seeing someone's facial expressions can help you to better connect.

3. Check-in with others

Check-in with friends, family, and neighbours regularly. Try to assist those who may be vulnerable (i.e. without internet access).

4. Spend quality time

Spend quality time connecting with the people you live with. Use this opportunity to strengthen your existing relationships.

5. Practice kindness

Acts of kindness (i.e. preparing food for a neighbour) helps others while increasing your own sense of purpose and well-being.

6. Schedule activities

Schedule a time to walk with a friend while keeping yourself safe in-line with guidelines (e.g., wearing a mask; physical distance).

7. Get creative

Not everyone enjoys using technology. Try writing a letter or sending a note. There are many who prefer to connect differently.

8. Say hello to strangers

Make an effort to greet others you may not know well. A simple hello can make others and yourself feel more connected.

9. Look after yourself

We can't pour from an empty cup. Manage

your stress during this time. Exercise, meditate, and keep to your usual routine.

10. Keep perspective

Send messages of support to friends, loved ones, and your community. Remember this is a shared experience and you are not alone.

For more tools and resources, visit www.endingloneliness.com.au

What to do if you feel lonely

Resource adapted from [APS \(2018\)](#) by Dr Michelle Lim and testimonies from the 1000 Voices Lived Experience project

1. Think positive

Worrying about social situations can make us overthink our interactions. Try shifting your focus to the other person or topic of conversation.

2. Forget comparison

Comparison can often make us feel inferior to others. Instead of focusing on what you lack, try to focus on and develop the things you have.

3. Expect change

It's natural for relationships to change over time. Knowing this can help you to better adjust as your relationships change and evolve.

4. Sit with discomfort

Anxiety in social situations is common. Meeting new people, despite some discomfort, can help to improve your social confidence.

5. Active listening

Meaningful engagement starts by really listening and giving others our full attention. Show you are engaged through your actions and words.

6. Practice small talk

Many of us worry that we have nothing to say. Starting small talk with others can lead to deeper and more meaningful conversations.



What to do if you feel lonely

“ Resource adapted from [APS \(2018\)](#) by Dr Michelle Lim and testimonies from the 1000 Voices Lived Experience project

7. Say names

Saying someone's name signals that we are engaged. Offering your name, and saying theirs, can make for a more connected conversation.

8. Go offline

It's important that we continue to nurture our relationships in the non-digital world. Make time to go offline and interact with others in real life.

9. Start a conversation

Unexpected moments of connection greatly improve our mood. A simple hello can go a long way to helping others and you to feel connected.

10. Be kind

Helping others makes us feel good. Being kind to others, by offering help or support, can help you to build more meaningful connections.

11. Join in

We all have different interests. There are social opportunities to suit everyone. Find out what activities are available in your area and join in.

12. Reconnect

All of us lose touch with friends over the course of our lives. But it's never too late to reach out. Take small steps to reconnect with old friends.

