



information  
and privacy  
commission  
new south wales

# IPC Mental Health and Wellbeing Policy

Updated January 2026



## Purpose

The Information and Privacy Commission (IPC) believes that the mental health and wellbeing of our staff is key to our success and sustainability.

The purpose of this policy is to establish, promote and maintain the mental health and wellbeing of all staff through sound workplace practices and environment, and encourage staff to take responsibility for their own mental health and wellbeing.

Mental health is also a key objective of the IPC Work Health and Safety Plan, which is reviewed regularly by the Health and Safety Committee.

## Goals

- To build and maintain a workplace environment and culture that supports mental health and wellbeing and prevents discrimination (including bullying and harassment).
- To increase staff knowledge and awareness of mental health and wellbeing issues and behaviours.
- To reduce stigma concerning depression and anxiety in the workplace.
- To facilitate active staff participation in initiatives that support mental health and wellbeing.

## Scope

This policy applies to all employees of the IPC, including contractors, temporary and casual staff.

This policy will be reviewed as best practice and government and Department of Customer Service policies and procedures change.

## Responsibility

All staff are encouraged to:

- understand this policy and seek clarification from management where required
- consider this policy while completing work-related duties and at any time while representing the IPC
- support fellow workers in their awareness of this policy
- support and contribute to the IPC's aim of providing a mentally healthy and supportive environment for all workers.

All staff have a responsibility to:

- take reasonable care of their own mental health and wellbeing, including physical health
- take reasonable care that their actions do not affect the health and safety of other people in the workplace
- complete all training identified in this Policy or as determined and advised by management.

Managers have a responsibility to:

- demonstrate by their own behaviours support for the IPC values and Code of Conduct
- ensure that all workers are made aware of this policy
- actively support and contribute to the implementation of this policy, including its goals
- manage the implementation and review of this policy.

The Health and Safety Committee have a responsibility to:

- consider the mental health and wellbeing of staff
- identify and review psychosocial risks within the workplace that could affect staff mental health and wellbeing and implement strategies to improve.

## Communication

The IPC will ensure that:

- all staff receive a copy of this policy during the induction process
- this policy is easily accessible by all staff
- staff are informed when a particular activity aligns with this policy
- staff are empowered to actively contribute and provide feedback to this policy
- staff are provided with appropriate resources and support to improve mental health and wellbeing
- there are mental health first aid officers at the IPC to support staff
- staff are notified of all changes to this policy.

## Training and Capability

Staff are expected to maintain an appropriate understanding of how to support mental health and wellbeing in the IPC. DCS has published on its Intranet a [Mentally Healthy Workplaces Toolkit](#) to assist staff in understanding resources that are available to support mental health and wellbeing.

As part of DCS mandatory training, IPC staff are required to complete within two weeks of starting in their role an 'Introduction to Health and Safety at Work'.

## Support and Advice

IPC have staff trained and accredited as mental health first aid officers to provide support and education to staff on mental health resources available to assist them with their wellbeing. Staff are informed of IPC's mental health first aid officers through messaging at all staff team meetings and information and resources on the IPC Intranet.

All IPC staff can access the Department of Customer Service EAP provider PeopleSense by:

- Registering an account at <https://www.peoplesense.au/6AN-437> or call 1300 307 912.
- Then book an appointment either over the phone by calling 1300 307 912 or online by following these steps:
  1. Log in using your mobile number and verification code.
  2. Select a service
  3. Choose from in-person or telehealth (Phone or video)
  4. Select a date / time for your session
  5. Confirm the session details and you will receive an email confirmation

The DCS program registration code is **6AN-437**. Access help at <https://peoplesense.altius.au/help>

Staff can also contact Mental Health services independent of the workplace such as:

- [Beyond Blue](#) (ph: 1300 22 46 36)
- [Black Dog Institute](#)
- [LifeLine](#) (ph: 13 11 14).

## Monitoring and Review

Completion of the mandatory training above will be monitored by the IPC and staff/managers notified of non-completion.

The IPC will review this policy annually. Effectiveness of the policy will be assessed through:

- feedback from staff, managers, the Executive and the Health and Safety Committee
- review of the policy by Systems and Corporate Services and the Health and Safety Committee to determine if objectives have been met and to identify any barriers and enablers to its implementation.

## Related Documents

The following documents provide additional guidance on important procedures and should be read in conjunction with this policy.

- [DCS myCareer](#)
- [DCS Employee Assistance](#)
- [IPC Work Health and Safety Policy](#)
- [IPC Work Health and Safety Plan](#)
- [DCS Work Health and Safety Hub](#)

## Document Information

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## Document History

Version	Date	Reason for Amendment
1.0	November 2018	Draft for internal consultation

1.1	November 2019	Final version
2.0	April 2020	Update on links and information
2.1	September 2020	Update to go to WHS Committee
3.0	August 2021	Reviewed by WHS Committee
3.1	December 2023	Minor amendments
4.0	January 2026	Minor amendments