

# Tips for supporting staff wellbeing online

## Toolkit for Universities

Creating safer online environments



This tip sheet provides suggestions about how to effectively support staff wellbeing online — encouraging them to create and maintain healthy relationships with, and while using, technology. This advice is relevant for all staff members, both academic and professional.

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Wellbeing isn't only physical. It is also about having good mental health, positive relationships and feeling good about ourselves. Unfortunately, negative online experiences can be damaging to both staff wellbeing and their ability to perform their duties, so it is important that they receive appropriate support for online incidents through workplace policies and support services.

### Policies and procedures

- Ensure policies, procedures and codes of conduct set clear expectations about what is considered acceptable communication for all members of the university community — both online and offline.
- Encourage staff to be familiar with the university's social media policy. If your university doesn't have a relevant policy, eSafety's Guide for social media use, video sharing and online collaboration can help to create one, as well as offering good advice about how to use social media.
- Set professional boundaries and expectations for the use of social media and digital platforms, including identifying appropriate interactions while maintaining professional relationships.
- Ensure staff have access to training on [how to use](#) — and protect users on — learning management systems and other digital university platforms, such as webinars, video conferencing tools and apps.



### Encourage help-seeking and wellbeing

- Encourage staff to seek help that supports them to look after their digital wellbeing, such as [Google's Digital Wellbeing](#) website, [iOS features](#) and [Beyond Blue's Staff Wellbeing](#) resources.
- Respond promptly to all allegations of cyber abuse directed at staff by members of the university community.
- Promote eSafety's [cyber abuse response guide](#) to staff and students, which outlines skills and strategies for responding to cyber abuse.
- Provide clear lines of referral for online safety incidents to employee assistance providers, human resources units, safe community units and external support agencies. Universities can share this information when promoting mental health and wellbeing initiatives to staff. [Head's Up](#) offers good examples in their strategies for healthy workplaces resource.



### Set positive examples

- Help staff manage their workload and time spent online by encouraging them to establish set times to deal with their inbox and conduct student consultation. Setting boundaries is especially important where student interaction and teaching is mainly online.
- Encourage the use of the 'three Ds' rule: 'delete, delegate, do' for email communication.
- Implement strategies to minimise work-related stressors, such as not sending emails or conducting student consultations outside of regular business hours.
- Encourage staff to maintain their [privacy online](#).

