



Systems of Support for Hospitality Sector

Building greater mental health resilience
for Hospitality Professionals

Program Design and Facilitation:

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What is the *Systems of Support* Program?

Systems of Support is a trailblazing, evidence-based program designed by Barrington Centre's Senior Psychologists with the collaborative input of experienced Hospitality Professionals. It aims to reduce the negative stress that Hospitality Professionals in Foodservice face in their demanding and relentless work environments, which may lead to anxiety, burnout, depression, and suicide. For the business, this program increases morale and productivity in the workforce, which minimises staff turnover, consequently reducing costs.



The program delivers in *three* aspects:



Reduce
Stressors



Change
Mindset



Increase
Resilience

Challenges facing Hospitality Industry Professionals

According to Australian research over the past 5 years, the common challenges in the hospitality industry are:

- 1. Physical** Workplace injuries and pressure to work while injured
- 2. Gender** Gender imbalance disavouring females in senior, executive and management positions that stem from long and unsociable working hours, physical and mental pressures, unpredictable work hours, and underpayment and harassment in some workplaces
- 3. Fear** Younger people are often frightened to ask questions due negative work experiences
- 4. Socialisation** Socialisation process for newcomers is poor due to the occupational culture of some Foodservice workplaces. In addition, unsociable hours often worked by both Front of House and Back of House Professionals can further isolate workers from support networks
- 5. Surrender** Repeated stressors can lead to compromises and automatic negative thought patterns, which in turn cause long-term mental health impact such as burnout and depression.

What does the *Systems of Support* Program Provide?

The Systems of Support program empowers individuals and businesses to understand and constructively deal with stressors inside and outside of their control.

BENEFITS FOR STAFF

1. Refresh the workforce with optimism and energy
2. Invigorate new learning, adaptability, and flexibility
3. Desensitise unhelpful patterns and create positive new ways of thinking, leading to higher job satisfaction and success
4. Stimulate and improve wellbeing and resilience
5. Stop procrastination and improve effective problem-solving

BENEFITS FOR THE BUSINESS

1. Initiate sector sustainability in a post-Covid environment
2. Enhance work engagement, productivity, and retention
3. Minimise costs associated with staff turnover
4. Reduce barriers to business growth due to skills shortages
5. Become a forerunner in championing mental health in Hospitality



Results that demonstrate the success of the *Systems of Support* program across professional sectors over the last 3 years:

71%

INCREASE in use of positive wellbeing skills

82%

DECREASE in 'at-risk' staff

94%

REDUCTION in negative impacts from built-up stress

94%

of participants **INCREASE** their resilience

The Barrington Difference:

Program creates and empowers long-term positive changes to individuals

Training delivered by highly qualified Psychologists with tools and skills to deliver Systems of Support

Evidence-based program with measurable outcomes

Training developed in collaboration with Hospitality industry leaders and veterans



Wellbeing is multi-dimensional and there in an inter-relatedness between:



Up to 65%

of youths find their first job in hospitality, leisure and retail. For these young people, these first experiences in the world of work (behaviours, attitudes, coping mechanisms, leadership style, and team orientation), turn into life-long habits

Hospitality (with tourism) provides up to

1 in 11

employment opportunities globally
(Source: World Travel and Tourism Council, 2017)

Program Structure

To resolve the mental and psychological challenges in Hospitality, Barrington Centre structures the *Systems of Support* Program to incorporate:

- 1** **Pre and post-program** measures for resilience, reduction of risks to wellbeing, and mental health improvements
- 2** **Online modules** that are self-paced and address topics that are most relevant to hospitality industry workers, such as burnout from perfectionism
- 3** **Connection** to virtual online forums to form a support network with other foodservice colleagues, and a safe space to discuss challenges and practical strategies for individuals, businesses, and the hospitality sector.

Participation in the pilot *Systems of Support* (SoS) Program for Hospitality Sector is **\$450 (inc. GST)** per Participant, and includes:

- 1** Pre and Post Assessment for measures of resilience and coping skills
- 2** 3 online modules (self-paced)
- 3** 1 hour group videoconference discussion facilitated by a qualified Psychologist

At the conclusion of the program, 1-on-1 follow-up counselling, if required, can be accessed through Medicare subsidy.

Registrations for the pilot program can be made here:

<https://barringtoncentre2021.as.me/SoSHospitality>

Advisory Committee *(in alphabetical order):*

Karen Doyle

National President of Australian Culinary Federation

George Hill

TechnicalChef, designated Black Hat, Hospitality Pioneer, and Commercial Cookery Educator

Sarah Maric

Hospitality Educator, Chef, and President of Australian Institute for TechnicalChef

Martin Probst

Chief Education Officer, PROfound Leadership

Richard Robinson

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