Mentally healthy workplaces in the retail sector

THE REJECT SHOP

Billie Reynolds, Safety Advisor (Qld)
Keith Govias, National Workplace Health and Safety Manager
The Reject Shop

A discount variety retailer, specialising in general consumer merchandise mix and are listed on ASX200

- 1981 Business started in by two partners
- 1985 Stopped selling factory seconds
- 1989 Started importing from overseas
- 2004 Opened 100th Store
- 2010 Opened 200th Store
- 2013 Opened 300th Store
- 2017 Opened 350th Store

Open in every State (bar NT) and employ 5500 Team Members.
Over 65% of Team is aged ≤ 24 years old

Why is our worker’s mental health important to us?

1. Family-oriented workplace – impact on our Team
2. Safety in the workplace – for the individual and the Team
3. Productivity – Presenteeism / Performance Management
4. Worker Compensation claims – complexity and costs
5. Non-work related injury and absence management

http://santuccilaw.ca/articles/disability-claims-for-mental-health-issues/
Causes of mental health risk in a retail setting
So, what did we do?
Employee Assistance Program
Confidential Workplace Support and Counselling
Job Requirements
When we break a bone: Sign my cast!

When we get a bad cut: Check it out! 12 stitches!

When we get the flu: Jibby McJibbers

I just threw up all over everything I own. I need an old priest and a young priest.

21 Likes

When we struggle with mental health issues: Hey.

Beatrice the Biologist