

The logo for OZHELP, featuring the word "OZHELP" in a bold, blue, sans-serif font. The letter "O" is stylized with a white speech bubble shape inside it.

OZHELP

Transforming Lives at Work

Final Report

Health in Gear (Phase Two)

JULY 2023

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Final Report for Health in Gear (Phase Two)

Project Background

The OzHelp Foundation (OzHelp) was funded by the National Heavy Vehicle Regulator's Heavy Vehicle Safety Initiative, supported by the Australian Government, to design, develop, implement, and evaluate a health and wellbeing program to assist Heavy Vehicle Owner Drivers increase their capacity to look after their physical and mental health and wellbeing. Building on the successes and lessons learned in the pilot of this program, Phase Two aimed to increase Health in Gear's roadside and social media presence and increase the awareness and ability of truck drivers to take action to improve their health and wellbeing.

OzHelp is a leading provider of wellbeing programs specialising in mental health and suicide prevention. OzHelp's programs are designed to support individuals in achieving and maintaining their best possible health and wellbeing. OzHelp and Health in Gear are also accredited under the National Standards for Mental Health Services, and the Suicide Prevention Australia Standards for Quality Improvement (1st Edition).

This final report reflects the entirety of Phase Two of Health in Gear, which was conducted between 26 November, 2021 and 31 December, 2022.

The Problem

Australian heavy vehicle drivers are subject to constant time pressures and demands relating to meeting regulatory requirements, long workdays, and tight deadlines. Truck driving has been described as one of the 'unhealthiest' and 'deadliest' jobs in the country. Increased work hours, fatigue and poor sleep, irregular shifts, being away from families, few healthy eating options, and pressure to always operate safely and maintain alertness contribute to poorer truck driver wellbeing and mental ill-health. Not surprisingly, heavy vehicle drivers carry a higher burden of disease and injury than other occupations. Truck drivers also represent the second highest occupational group, after construction workers, at risk of suicide.

Project Objective

The objective of the project was to deliver and evaluate the second phase of Health in Gear – a comprehensive health and wellbeing program for truck drivers which included:

- an on-road presence
- online support
- access to health information, and
- counselling services.

Health in Gear (HiG) aimed to address industry-specific challenges around the mental health, physical health, and wellbeing for truck drivers, and in particular owner drivers in the Heavy Vehicle Transport Industry.

It was expected that this project would significantly impact on the health and safety of heavy vehicle truck drivers, their families, the industry, and other road users more broadly.

Project Planning & Stakeholder Consultation

OzHelp appointed a Project Coordinator and consulted with a diverse range of stakeholders to guide the implementation of HiG Phase Two. These included:

- **Steering Committee.** The HiG Steering Committee comprised of 15 members, who are well-connected to the transport industry. The steering committee met three times during Phase Two to

provide advice and guidance around the implementation of the 24/7 support line, digitisation of the Truckie Tune up, location for the roadside hubs, collaboration with Healthy Heads in Trucks and Sheds, and possible events to attend (LBRCA conference, Road Freight NSW conference, and NRFA AGM). This forum also allowed members to share current industry insights relevant to supporting Truckies' mental health and wellbeing. The steering committee members are detailed at [Appendix 1](#).

- **Ambassadors.** OzHelp recruited five industry representatives to the role of Ambassadors for the second phase of the program. Ambassadors were selected for their alignment with the values and objectives of the project and their capacity to reach the target audience. They volunteered their time to assist in getting key health messages out to a larger audience across the transport industry. The Ambassadors are detailed at [Appendix 2](#).
- **OzHelp Reference Group.** The OzHelp Reference Group is made up of lived experience individuals who advise OzHelp on its operations. The Reference Group gives a voice to workers in high-risk industries in promoting mental health awareness, enhancing awareness of suicide prevention, reducing stigma and enhancing participation throughout the community.

For HiG, this involved ensuring the program was accessible and relevant, reviewing the HiG website content, discussing the importance of follow ups and reaching short haul drivers. Individual biographies of reference group members can be viewed [here](#).

- **Partners.** A Partner is an organisation that collaborates closely with OzHelp on an ongoing basis to achieve common goals. Partnerships are formed based on shared responsibility, values, goals, and a mutual commitment to addressing mental health and wellbeing challenges within the industry.

In Phase Two of HiG, partners included Coles Group (Coles), Coca Cola EuroPacific Partners (CCEP), Healthy Heads in Trucks and Sheds, and Western QLD PHN. Partners were consulted during the implementation process to foster collaboration, adopt best practice, mitigate risk, enhance the chance of success by leveraging industry expertise and experience, and/or enable effective knowledge transfer. This led to smoother implementation, improved outcomes, and a stronger foundation for the growth and success of all organisations involved.

Phase Two Implementation

Based on the lessons learnt from the previous phase, several changes were made to the program:

- **Key locations & times.** Consultation was undertaken with partners and advisors (Steering Committee) to choose sites with high volumes of heavy vehicle traffic, and peak periods that allowed drivers to stop for a break, meal or overnight stay. Additionally, OzHelp staff worked closely with partners to ensure the location for set-up was safe and accessible, prior to the delivery date and during post-delivery meetings, feedback was recorded and actioned with lessons learnt obtained.
- **Repeat visits.** Partners and drivers requested repeat visits for Truckie Tune Ups (TTUs), therefore hub locations were selected based on this data. Data also indicated that repeat visits aided in higher engagement and assisted in building trust.
- **Recording casual conversations.** In Phase One, there were challenges converting a casual conversation with a driver into a health check. During Phase Two, it was decided that OzHelp staff should additionally record information about these casual conversations to better capture the reach of the program. Staff recorded how many casual conversations were undertaken including the topics

discussed. Casual conversations increased driver awareness of the program, providing opportunities to offer printed collateral and services as well as establishing a point of contact for wellbeing support.

- **Multiple teams and fit-for-purpose equipment/resources.** Each HiG team that was deployed for a TTU comprises of:
 - + Three team members (one qualified Nurse and two Wellbeing Support Officers)
 - + A fully equipped vehicle – fitted out with a space for a health check to be undertaken
 - + State of the art medical supplies
 - + New and improved health and wellbeing printed collateral
 - + OzHelp has two vehicles, enabling two HiG teams to be deployed simultaneously.
- **Evaluation.** This phase of the project involved the delivery, test and evaluation of impact of the TTU's. A 'rapid evaluation' methodology was adopted by Monash University to enable prompt response to lessons learnt and continuous building of the evidence base.
- **Expansion of participants.** Phase One of HiG targeted owner drivers. To better support the transport and logistics industry as a whole, Phase Two was implemented. This phase of the program expanded delivery into warehouses and distribution centres, in addition to increased roadside hubs. The expansion meant that truck drivers, technicians, warehouse workers, maintenance staff, and transport industry office-based staff were all supported by HiG.
- **Continuous Improvement.** To ensure continuous improvement of the program, pre- and post-delivery meetings with the HiG delivery teams were conducted. These meetings allowed for a discussion of lessons learnt regarding logistics, work health and safety, and supporting clients. Improvements made as a result of these meetings included:
 - + **Adverse weather:** gazebos were tied down in all weather conditions and water weights were used. Delivery relocation was considered when other options were not viable.
 - + **Privacy:** liaise with hubs/customers for private rooms for drivers who may need additional support
 - + **Scheduling:** providing the opportunity for participants to book a preferred time (booking posters), whilst simultaneously having the opportunity to cater to walk ins. Delivery of program at different times of the day/evening to increase reach
 - + **Increase collateral:** ensuring ample printed collateral (resources) were taken to delivery hubs, as drivers are wanting to share resources with colleagues, friends and family

Program Results

Hub locations were Gundagai, Albury, and Marulan. At least three, 3-day hubs were undertaken at each of the locations. In these hubs, casual conversations, health checks in the form of TTU's, and health and wellbeing resources were provided to drivers.

The **Truckie Tune Up** (TTU) was developed as a brief roadside health check that would be accessible to drivers. The TTU focused on asking health-relevant questions in a standardised manner to allow for busy truck drivers to participate. The team delivering the TTU consisted of two wellbeing support officers, and one registered or enrolled nurse. In some cases, these TTUs extended past the 10-15 minute mark, as drivers started to feel comfortable with the team, and shared more about their lives. Over the duration of the project, a total of 38 events with 989 TTUs were undertaken.

Follow up calls were conducted by Wellbeing Support Officers or nurses at 3-week, 3-month, and 6-month intervals. These follow up calls consisted of standardised questions as well as an informal check in on how the driver was going with their health and wellbeing goals. Over the duration of the project, a total of:

- 3-week follow up calls: 974 were made
- 3-month follow up calls: 965 were made, and
- 6-month follow up calls: 492 were undertaken, across all [key milestone events](#) outlined below.

During events, drivers that did not wish to undergo a health check, but spoke with HiG staff were recorded as '**casual conversations**'. In Phase One it was noted that repeat visits were needed to gain the trust of drivers, and having these casual conversations allows for trust to be gained. Over the project 777 casual conversations were undertaken.

Owner Drivers and their families could also access **support and counselling** from a team of Wellbeing Support Officers and Counsellors who understand the transport industry from the driver's perspective. Twenty counselling sessions and 28 support sessions were undertaken by drivers and/or their families.

In February, 2022, the free call number was established as a 24/7 support line. Support during the hours outside 9am – 5pm, Monday – Friday was provided by Trauma Centre Australia. Fourteen after-hours calls were made to the HiG 1800 line.

The **website** www.healthingear.com.au (hosting a range of tips, tools and resources) was updated during the project. Updates included a review of content to ensure user readability, design updates to reflect the change in branding, and additional technical support to ensure the website was mobile optimised and performing at the highest capacity.

The website delivers "wellness in small chunks" as **Health Tips**. A content review was undertaken to ensure information remained current, relevant and accurate. Consultation with various stakeholders, including the Reference Group, enabled different views to be considered, with a focus on clarity and readability. Each tip is structured to enable drivers to read in any order at whatever time they like. For those who want more detail, each health topic has links to books, websites, videos and podcasts. Health Tips topics included:

- Move Well
- Sleep Well
- Eat Well
- Well Mind
- Hydrate Well
- Breathe Well
- Relax Well
- Connect Well
- Choose Well
- Financially Well

Other **industry events** that HiG attended can be seen in the [Key Milestones](#) section of this report.

During Phase Two, HiG was nominated and won several **awards** including:

- International Road Health and Safety – Best Extended Abstract/Paper with Implications for Improving Workplace Road Safety Award.
- ACT Mental Health Month Award – Research Evaluation Award
- Suicide Prevention Australia LiFE Award – State and Territory Category: Priority Populations



Program Evaluation

Evaluation Details

The program evaluation was conducted by Dr Elizabeth Pritchard, Dr Caryn van Vreden, and Associate Professor Ross Iles of the Healthy Working Lives Research Groups, School of Public Health and Preventive Medicine, Monash University. An interim report was provided to OzHelp in December 2022 which included analyses on the initial Tune Up, as well as preliminary findings related to the interviews. The final report which additionally included analysis based on the follow up data was completed in July 2023.

Evaluation Aims

Using the initial TTU and follow up call data, as well as interviews with Monash researchers, the HiG program was evaluated against the following questions:

- Who was reached?
 - + This included participant numbers, health profile, and attrition rates
- Who was more likely to complete a follow up call?
- What was the impact of the program on the physical and mental health of transport workers?
 - + This included self-rated general health, reported fruit and vegetable intake, reported physical activity, psychological distress, and visits to a GP

Additionally, the HiG evaluation aimed to identify areas where the program may be able to expand and have greater influence, identify areas that can be refined to improve the program, and identify barriers to the current program and potential expansion of the program.

Summary of findings

Initial screening

The HiG program reached 909 workers representative of the transport, postal and warehouse industry from the majority of Australian states and territories (mean age = 42 years). This figure reflects all Phase Two participants that consented to participate in research between 26 November 2021 and 25 October 2022. The majority of participants were employed on a full-time basis, and worked as drivers, technicians, office-based staff, warehouse workers, and maintenance staff. Of the drivers, 30% were long-haul and 70% short-haul.

INITIAL SCREENING RESULTS

		HiG participants (Male / Female)		General Population ¹ (Male / Female)	
Body Mass Index	Normal (< 25)	24%	44%	18%	39%
	Overweight (25 – 29)	32%	20%	43%	29%
	Obese (≥ 30)	45%	36%	39%	30%
Waist Circumference	Normal	33%	30%	41%	36%
	Increased risk	21%	29%	23%	20%
	Substantial risk	46%	42%	36%	44%
		HiG participants		General Population ¹	
Smoking status	Yes	20%		14%	

	No	80%	86%
Blood pressure	Normal	86%	78%
	High (\geq 140/90 mmHg)	14%	22%
¹Compared to female/male population of working age (15-75) from NHS 2017-18			
In the past fortnight...	Did you do more than 30mins of physical activity?	Did you wake up fresh and rested?	Did you eat at least 2 serves of fruit and 5 serves of vegetables?
More than half of the days	62%	69%	64%
Less than half of the days	38%	31%	36%

Data indicated that the majority of participants (70%) were overweight or obese, a third had a physical health condition, over 20% exceeded the national guidelines for alcohol consumption, and 20% were smokers. The initial screen resulted in over 300 participants being referred to their GP. This may have been for their cholesterol, blood pressure, chronic disease risk, mental health, or for other concerns relating to their health screen.

Change between initial screening and follow up

Self-rated general health, diet (fruit and vegetable intake) and exercise improved between initial screen and follow-up time-points. Participants also identified through the interview process that the program positively impacted their physical and mental health. However, work ability, feeling fresh and rested, relationship satisfaction, and self-rated mental health showed no significant change at follow-up. This could indicate that the program needs to better target these wellbeing outcomes (e.g. resources for sleep), or that the participants already scored highly as a group and may have had little room for improvement overall (e.g. for work ability, the average score was 8.5/10).

The researchers suggest that greater consistency in health measures across time points, and repeating the physical health measures during follow-up may assist with identifying further changes between initial screening and follow up.

Interview

The nineteen interviews with Monash researchers revealed that participants had an overall positive experience with the program. Positive comments were made about the approachability and friendliness of the HiG team, their ability to build rapport, and the positive impact of follow up calls. There was also a strong appreciation for the team coming to distribution centres and truck stops, and for providing what the participants needed.

Participants also shared the impact of the program on their wellbeing, reporting that they made changes to their eating habits, physical activity, and/or mindset. Participants remarked that these small changes and being part of the program had a beneficial effect on their overall health and wellbeing. This included experiencing better mental health and physical health, developing positive attitudes towards themselves/their lives/their health, having better quality sleep, and feeling more energetic. Several also followed through on recommendations to see their GP or a counsellor.

Interview participants also recommended a number of ways in which the program could be improved, including:

- **Better promoting the program.** Participants appreciated receiving two weeks' notice from their workplace, and having posters placed in their distribution centre. A similar effect could be achieved by placing large posters in roadhouses and promoting future hubs on social media in advance.
- **Improving content.** Including more information on sleep and sleep hygiene, shifts, and mental health; menopause.
- **Summary of health check.** One participant suggested that providing a summary of the conversation could help participants remember what was discussed.

A discussion of these and other suggested improvements can be seen in the [Lessons Learned and Next Steps](#) section of this report.

Communications, Media and Digital Engagement

Communications

Engagement & Delivery

HiG content has been created around the principles using the following content pillars:

- **Inspire:** through brand storytellers, appealing imagery, feel-good stories and positive updates.
- **Educate:** provided advice, tips, and shares knowledge on the history, facts and insights surrounding tune up tips.
- **Entertain:** fun, surprising, unexpected, shareable.
- **Awareness/Advocacy:** highlight local businesses/drivers, profiles, and events, and share educational videos and other engaging content that is shareable, likeable, and taggable.

Content is on a rotating schedule of posts and stories that engage with the audience through the pillars. This includes regular posting of key messaging, developing a stakeholder pack to distribute to relevant industry partners and stakeholders to assist in the promotion, joint industry events and cross-promotion of industry initiatives such as:

- National Road Safety Week
- Men's Health Week
- Safe Work Month and
- Mental Health Month

Additionally, regular recaps of the work the team is delivering, impact reports, counselling information and 24/7 phone line promotion and where to find the team (roadside hubs).

HiG ambassadors are leveraged for locations for photography and videography content, their networks, podcasts guests and lived experience.

Branding & Collateral

During Phase Two, the HiG brand was refreshed. The gear logo was softened, and colours were brightened to make the orange more visually appealing and more inspired by the orange Hi-Vis the HiG team wear when onsite. Charcoal was added as a colour and was inspired by what the Truckies see every day – the road, the steel on their rigs etc. - it's a colour they're familiar with.

The website was updated to reflect the new brand direction and new collateral began rolling out late November, with an official launch of the brand in front of OzHelp Customers at the End of Year Celebration in

November 2022. The result has been a modern, professional suite of content and collateral that strengthens the relationship of the HiG program with the transport industry.

A review of HiG collateral commenced during Phase Two to identify gaps, ensure all information is factually correct with relevant sources, and obtain feedback from ambassadors and drivers about what they would like to see from HiG.

Digital Engagement

Social Media

During Phase Two, the HiG social media channels retained a strong online presence. The addition of a HiG Facebook page in early October 2022 allowed OzHelp to increase its reach to its audience. Phase Two saw over 300 social media posts across the platforms, with a reach of over 54,000.

Instagram continues to be the primary means of promoting HiG and engaging directly with the transport and logistics community. It is a very visual tool, allowing OzHelp to engage with a variety of media formats (e.g., static posts, carousels, stories, reels etc.) and easily engage in two-way dialogue with the audience. Specific content when relevant was also distributed across OzHelp Facebook, LinkedIn and Twitter pages for amplification. Industry associations and member organisations also shared promotional assets throughout Phase Two, as a HiG stakeholder pack was re-developed for distribution.



Website

The website had over 9,000 views during Phase Two. The website had significant technical updates implemented to increase functionality including better optimisation for mobile, and changes to the hosting service to ensure it was performing at the highest capacity. An overall review of content was conducted with particular focus on the Health Tips to ensure that content remained relevant, and language was easily understood by the target audience.

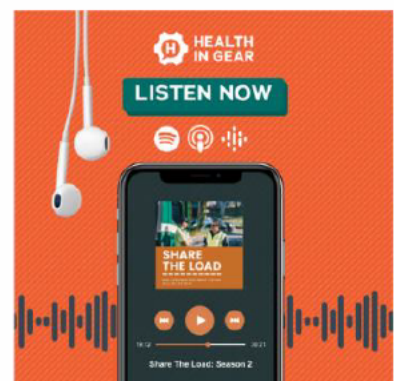
Newsletter (EDM)

Three electronic newsletters were sent during this Phase Two to HiG's subscribers. The list has just under 200 subscribers. The newsletter had an average open rate of 27%.

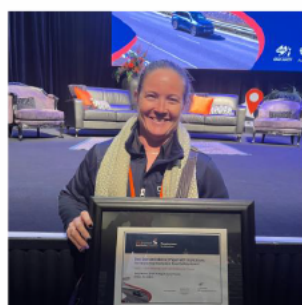
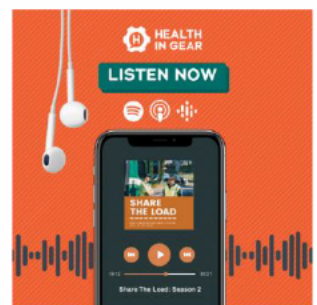
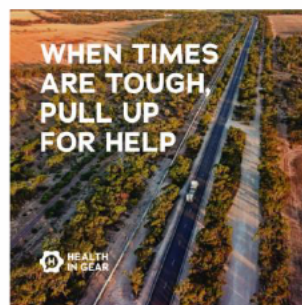
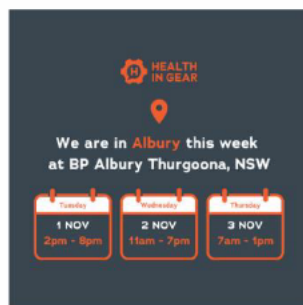
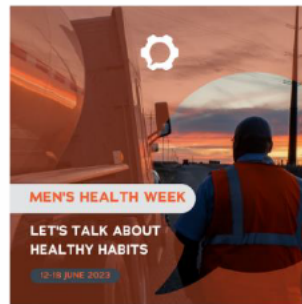
[REDACTED]

The Share the Load podcast series continues to be downloaded and listened to. During Phase Two, the podcast was listened to over 1,000 times with Australia having the top listeners at 90% of the audience and Sydney being the most popular area.

Season 3 of the podcast will be produced in the second half of 2023 for launch in 2024 with an expansion on the focus to encompass all of OzHelp's services and industry specific episodes. Preparations are underway for potential guests who have lived experience.



Social Tiles



Program Reach



989 
HEALTH SCREENS

 **777**
CASUAL
CONVERSATIONS



28 SUPPORT
SESSIONS



20 COUNSELLING
SESSIONS



40+ PHONE
CALLS
TO OUR 24/7 PHONE LINE*

*Data from February 2022 - December 2022, due to unrecoverable data from November 2021 - April 2022.



Key Milestones

DATE	MILESTONE/EVENT	DETAILS
Nov 2021	Steering Committee Meeting	Overview of terms of reference, project update for Phase Two, and ambassador recruitment provided.
Jan 2022	Steering Committee Meeting	Discussion of hubs, support line, and industry insights.
Feb 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Gundagai, NSW.
Mar 2022	Divalls Hub	TTUs delivered at a one-day hub in Goulburn, NSW.
Mar 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Albury, NSW.
Mar 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Marulan, NSW.
Mar 2022	NSW CCEP Hub	TTUs and toolbox talk/stretch program delivered at a three-day hub in Eastern Creek, NSW.
Mar 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Gundagai, NSW.
Apr 2022	NSW Coles Hub	TTUs delivered at a five-day hub across three locations: Smeaton Grange, Eastern Creek NDC & Eastern Creek CDC in NSW.
Apr 2022	Cappello Hubs	TTUs delivered at a one-day hub in Mitchell, ACT for two consecutive weeks.
Apr 2022	Steering Committee Meeting	Provided a project update, discussion of the current state of the industry, and consideration of EOIs for undertaking the external evaluation.
Apr 2022	NSW CCEP Hub	TTUs and toolbox talk/stretch program delivered at a four-day hub across two locations: Northmead and Arndell Park, NSW.
Apr 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Albury, NSW.
May 2022	VIC CCEP Hub	TTUs and toolbox talk/stretch program delivered across five-day hubs at Mentone, VIC.
May 2022	VIC Coles Hub	TTUs delivered at five-day hub across three locations: Laverton, Somerton, Truganina, VIC. During this trip HiG collaborated with RUOK and Healthy Heads in Trucks and Sheds to celebrate RUOK in Trucks and Sheds day.
May 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Marulan, NSW.

May 2022	LBRCA Conference	Speaking spot and TTUs delivered at three-day hub in Wagga, NSW.
June 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Albury, NSW.
June 2022	QLD CCEP Hub	TTUs and toolbox talk/stretch program delivered at a five-day hub in Richlands, QLD.
June 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Gundagai, NSW.
June 2022	SA CCEP Hub	TTUs and toolbox talk/stretch program delivered at a five-day hub across two locations: Ottoway and Salisbury South, SA.
July 2022	NSW CCEP Hub	TTUs and toolbox talk/stretch program delivered at five-day hub across two locations in Northmead, NSW.
July 2022	NRFA AGM in Toowoomba	Speaking engagement at the NRFA conference. Following day, a truckies breakfast was held in collaboration with sponsor BP and Ice Pack Services HiG delivered TTUs, NHVR was present.
July 2022	QLD CCEP Hub	TTUs and toolbox talk/stretch program delivered at five-day hub in Richlands, QLD.
July 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Marulan, NSW.
July 2022	NSW CCEP Hub	TTUs and toolbox talk/stretch program delivered at a five-day hub in Northmead, NSW.
Aug 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Gundagai, NSW.
Aug 2022	VIC CCEP Hub	TTUs and toolbox talk/stretch program delivered at a five-day hub Moorabbin, VIC.
Aug 2022	VIC CCEP Hub	TTUs and toolbox talk/stretch program delivered at a second five-day hub (different site) in Moorabbin, VIC.
Aug 2022	SA Coles Hub	TTUs delivered at a three-day hub in Edinburgh Parks, SA.
Aug 2022	WA Coles Hub	TTUs delivered at a two-day hub in Kewdale, WA.
Aug 2022	WA CCEP Hub	TTUs and toolbox talk/stretch program delivered at a seven-day hub across two locations: Hazelmere and Kewdale, WA.
Sep 2022	RUOK Day	HiG collaborated with CCEP for RUOK Day. To support the 2022 theme of "Ask RUOK? No qualifications needed" HiG delivered toolbox talks which provide awareness and practical conversation tips for when someone may be struggling. Thirteen sessions were delivery in one day across five states:

		four in WA, three in NSW, three in QLD, two in VIC, and one in SA.
Sep 2022	ACT CCEP Hub	TTUs delivered with a breakfast BBQ at a one-day hub in Fyshwick, ACT
Sep 2022	Health in Gear brand refresh	Brand refresh for Health in Gear completed and collateral updated
Sep 2022	Western QLD PHN Hub	TTUs delivered at hubs across three locations: Cloncurry, Winton, and Morven, QLD. Each locations hub went for three days and included introductory session in HiG with local businesses.
Sep 2022	TAS Coles Hub	TTUs delivered at a two-day hub in Launceston, Tasmania.
Sep 2022	QLD CCEP Hub	TTUs and toolbox talk/stretch program delivered at a two-day hub in Townsville, QLD.
Sep 2022	NT CCEP Hub	TTUs and toolbox talk/stretch program delivered at a two-day hub in Townsville, QLD.
Sep 2022	Australasian Road Safety Conference – New Zealand	HiG presented at conference. Best Extended Abstract/Paper with Implications for Improving Workplace Road Safety Award won.
Oct 2022	OzHelp National Industry Wellbeing Forum	Refreshed HiG branding officially launched at the second National Industry Wellbeing Forum in-front of over 100 attendees. Ross Iles from Monash University presented a driving health update and participated on a panel.
Oct 2022	ACT Mental Health Month Awards	HiG received Research and Evaluation Award
Nov 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Albury, NSW.
Nov 2022	Coffs Harbour Truck Convoy	In collaboration with HiG Ambassador, Eno Taylor, HiG fronted an information stand, delivered TTUs, and gave a short presentation about OzHelp/HiG and what supports are available to the industry.
Dec 2022	Health in Gear Roadside Hub	TTUs delivered at a three-day hub in Gundagai, NSW.
Feb 2023	Suicide Prevention Australia LiFE Awards	HiG recipient of the State LiFE Award for Priority Populations (ACT)
May 2023	National Suicide Prevention Conference	HiG and outcomes from the interim Monash University evaluation presented

June 2023	Australasian Road Safety Conference	"Health in Gear: What the Data is Telling Us". Extended abstract accepted for oral presentation at conference in September 2023.
July 2023	Final Report from Monash University received	

Key Findings

Demographic and employment data indicate that HiG has reached a diverse group of workers, representative of the transport, postal and warehouse industry (TPW) across all Australian states and territories, in both metropolitan and regional areas.

Consistent with other research findings, participants in Phase Two of the program were found to have poorer physical and mental health outcomes at initial assessment. Thus, increasing the risk for developing chronic health conditions such as diabetes, cardiovascular disease, and mental health conditions such as depression and anxiety. This highlights the need to expand the reach of HiG within this high-risk hard-to-reach industry. Other key findings in Phase Two of the program included:

- The ability of staff to be relatable and build rapport quickly with drivers is essential in ensuring maximum reach and impact of the program.
- Participants experienced improved general health, diet, and exercise from their participation in the program, this was demonstrated in both the survey data and interview data.
- Follow-up calls are an essential part of the program and support participants to follow through with recommendations from the initial health check.
- Participants value the in-reach aspect of the program, mentioning that it over comes barriers for them in accessing health screening and support. The delivery of the program at various times of the day and night also allows for increased accessibility for participants.
- The use of additional platforms to support the delivery of the program, such as social media, the website and podcasts further increase accessibility by providing additional information in "small chunks" to participants.

Lessons Learnt and Next Steps

██████████ greatly valued by transport and logistics industry workers. The program included ██████████ from metropolitan and harder-to-reach rural areas, a variety of workers in the transport industry, as well as people from linguistically and culturally diverse backgrounds. This indicates effective recruitment strategies for the initial health screen. Further, those who completed the Monash evaluation interviews indicated that undertaking a health check and the subsequent follow up calls were a positive experience. Travelling to meet the participants in their workplaces at all times of the day/night was commended and is essential to expand the impact and reach of the program. The quality of the staff and process/content of the health check and follow up was also praised.

Lessons learnt in this phase include:

- It is vital to work closely with partners to ensure proper promotion/notice is given for hubs and that time/place and set-up is right.
- Repeat visits to sites builds trust and engagement over time.
- It is necessary to translate key printed collateral into multiple languages to increase accessibility to transport industry workers.

To improve the program, several adjustments may be made:

- Modify the health checks to ensure consistency of health measures across each time point (e.g. K6 in initial screening as well as follow up calls) and completeness of data collection (e.g. occupation selection using a drop-down selection tool and BMI).
- Repeat the physical health measures at an additional timepoint (e.g. cholesterol, weight, waist circumference).
- Specifically target rural and remote drivers – go to them. Partnering with organisations such as WQLD PHN may assist with this.
- Include more in-depth health information on women’s health issues and sleep hygiene.
- Provide participants with a summary of what was covered in the health check (e.g. on a card that participants can take away to follow through with the agreed actions).
- Promote the program more widely, and further in advance at the facility the health checks will take place and through social media.
- Strategies or alternative approaches for how to engage and retain warehouse workers across all follow-up time points.
- Connect with participants who did not complete the follow-up part of the program to explore barriers to their involvement.

Health in Gear has been established as business as usual for OzHelp. This program, which has been integrated into regular operations, is already being offered and delivered to customers. Corporate partnerships are continuing with our current valued customers, along with the Partnerships and Engagement Team actively seeking out new partnership opportunities to ensure the sustainability of the program. The provision of 24/7 support through the dedicated support line, and counselling services will persist, ensuring that truck drivers and their families continue to receive the essential assistance they need. Additional funding has been sought to offer Hubs and Truckie Tune Ups to drivers. OzHelp remains committed to sustaining the Health in Gear initiative, reflecting the continuing need for the program, efficacy and value of the program to participants, and OzHelp’s dedication to the wellbeing of the trucking community.

Project contact:

Rebecca Halsey,
Clinical Director, OzHelp Foundation

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Appendix 1. Steering Committee Members

In Phase Two of the project, the role of the Project Steering Committee was to ensure the project was aligned with the project objectives and the project made efficient and effective use of resources. The committee assisted with resolving strategic level issues and risks and provided industry advice and guidance on issues facing the project.

As Health in Gear is integrated into 'business as usual' in 2023, the Steering Committee may change to an advisory role, or be dissolved.

COMMITTEE MEMBERS		
OzHelp Foundation	Chief Executive Officer / Project Sponsor	Darren Black, then Bruce Papps and Hamish Thompson
OzHelp Foundation	Clinical Director / Project Sponsor	Emily Brown
NHVR	Manager Stakeholder Relations & Customer Experience – Project Owner	John Gilbert
Livestock and Bulk Rural Carriers Association	Chief Operating Officer	Bec Coleman
Monash University	Associate Professor for the Healthy Working Lives Research Group	Assoc Prof. Ross Iles
ACT Ambulance	General Manager Operations	Matthew Smith
TWU Super	National Business Relationship Manager	Varenya Mohan-Ram
Livestock & Rural Transporters Association of Victoria	Chairman Safety Committee	Mick Debenham
LJC Transport Pty Ltd	Transport Industry Auditor	Glyn Castenalli
RTS ZERO	Road Safety and WHS Consultant	Michael Timms
Daryl Dickenson Transport	Assurance and Compliance Manager	Karen Bow
Transport NSW	Chief Executive Officer	Simon O'Hara
Victorian Transport Association	Industry Services Manager	Greg Cain
Healthy Heads in Trucks and Sheds	Director Industry Relations and Program Management	Melissa Weller

Appendix 2. National Health in Gear Ambassadors

Ambassadors were recruited to assist in amplifying content, events, and activities across their social channels, throughout industry publications, radio programs and generally across their networks. Collectively, the Ambassadors can reach more than 210,000 individuals across their social media channels and networks.

To ensure the Ambassadors were well prepared for their role and noting that they might become 'accidental counsellors' themselves, OzHelp provided the Ambassadors with QPR Online Gatekeeper Training by the QPR Institute of Australia to learn how to question, persuade and refer someone who may be at risk of suicide. Ambassadors have also been given access to OzHelp Counsellors and/or our Employee Assistance Program for their own support. An OzHelp Counsellor regularly touches base informally with Ambassadors by phone.

AMBASSADORS	
Rod Hannifey	Rod is the president of the National Road Freighters Association. He has spent 20 years as a columnist for Owner Driver Magazine. In 2009, Rod founded TRUCKRIGHT Industry Vehicle (TIV), promoting road safety throughout Australia. He has traveled close to 6 million kms, whilst continuing his advocacy work for road safety. He has won a range of different awards, is well known throughout the industry and has raised a family of 7 kids along the way.
Lyndal Denny	Lyndal is an advocate for women in trucking and is part of an initiative that's committed to encouraging more women into careers in the heavy vehicle sector, Women in Trucking Australia. Lyndal swapped stilettos and coffee for truck driving and did her initial stint up in the Pilbara. She is currently living in Adelaide and carting wine from the Barossa.
Kate Beck	Kate is married to Anthony Beck, a local Canberra truck driver who has been driving for 20 years. Kate and Anthony have recently had a career change in the transport industry and opened a training facility, to train young truck drivers. Kate also used to work at MBA and is familiar with OzHelp, she is very passionate about raising awareness of mental health in the industry and amongst their trainees. She has seen first hand how tough the industry can be.
Ian 'Eno' Taylor	Ian currently works for an earthmoving business where he carts oversized gear to and from sites around the Coffs Harbour area. This job allows him to work Mon – Fri, 9 – 5pm so that he can be home for dinner with his partner every evening and spend time with his three kids on the weekend. Ian was inspired to raise more awareness about mental health in the industry after several truck drivers in the Coffs Harbour region took their own lives over a short period of time, including his mate and colleague Mark. He held a fundraising event with a truck convoy at the local showgrounds, he ended up having 102 trucks participate and raised close to \$7000. Ian has also studied and worked as a drug and alcohol worker for 3 years.
Sally Tipping	Sally is the face behind the Wave To A Truckie social campaign which boasts more than 32,000 followers on Facebook. Sally and her husband, Grant, run Tipping Transport, a business that has been in Grant's family for generations. Before meeting Grant, Sally had never been exposed to the transport industry. Since marrying and running a successful business they have also brought up three kids. She is incredibly passionate about raising awareness of the industry and the hard work truckies do to keep the Australian economy moving.

Appendix 3. Media Coverage

OzHelp changed media monitoring platforms in June 2022 and no longer has access to data from the previous platform. Based on current available data, from June 22 - 30 Dec 2022, Health in Gear had 116 media mentions with a potential media reach of over 86,000 and a mostly positive sentiment.

Media Mentions

- <https://www.ownerdriver.com.au/industry-news/2212/strength-in-numbers>
- <https://www.truckandbus.net.au/submissions-open-for-4-million-heavy-vehicle-safety-grant-program/>
- <https://www.tradetrucks.com.au/industry-news/2211/heavy-vehicle-safety-program-submissions-called-for-by-nhvr>
- <https://insidelocalgovernment.com.au/4m-funding-for-heavy-vehicle-safety/>
- <https://www.safetysolutions.net.au/content/business/news/heavy-vehicle-safety-grant-program-submissions-open-1055639809>
- <https://www.fullyloaded.com.au/industry-news/2211/submissions-open-for-heavy-vehicle-safety-grant-program>
- <https://www.newsofthearea.com.au/grinding-gears-burning-diesel-drives-for-suicide-awareness>
- <https://bigrigs.com.au/2022/11/14/convoy-raises-importance-of-suicide-prevention-and-awareness-in-trucking-industry/>
- https://app.mediaportal.com/isentia/#/playnow/v2?id=R00095859773&channel=ABC%20Western%20Queensland&location=Australia&date=2022-11-10T07:14:26&program=Breakfast&item_id=886261844&prospect_id=2299835116&is_video=false&keywords=Health%20in%20Gear&expiry=1699600466&signature=TSbZDZtt4Szg2f~hlkebdnWJAR~HPDE-o5q9z585XFfhyrhiQY-rl4mPKugbQCs3GxkYgc4sCXmRoF83cuNODj9a4X6igGkdy5gVEKcpw7s1tX3PqrJ3mqHp3pQRC4sY~jvasUkNjdGHs2PTjJQk73x7~3LMQUO5so2D9DNJqElxzZTwjFsG4dnAHfp43ztAqpl4tDgm7uZvn3k4Le7erUxfvXUmFsyeA0CctIEW784wh7Jq~LPIE1DZf9XzJxOy-r8hFEN7Lv6q~w~oIVnV8CoIMPSr4LtSdfCL3jJMjYb3tP70I9vc0WC1HmsBr5nE56RdgIjq~nJ6i3HzyHow
- <https://the-riotact.com/awards-recognise-exceptional-people-organisations-and-initiatives-in-mental-health-space/603997>
- <https://citynews.com.au/2022/2022-mental-health-awards-winners-announced/>
- <https://www.ownerdriver.com.au/industry-news/2209/long-distance-transport-award-must-be-amended>
- <https://www.safetysolutions.net.au/content/business/news/ozhelp-monash-university-partner-to-reveal-health-in-gear-outcomes-1334579308>
- <https://supplychainchannel.co/ozhelp-monash-university-to-deliver-health-in-gear-program-outcomes/>
- [https://www.ownerdriver.com.au/industry-news/2208/ritchie-bros-to-manage-major-dispersal-for-reiners-transport-\(1\)](https://www.ownerdriver.com.au/industry-news/2208/ritchie-bros-to-manage-major-dispersal-for-reiners-transport-(1))

Media Releases

- <https://healthingear.com.au/ozhelps-programs-built-on-best-practice-foundations/>
- <https://healthingear.com.au/ozhelp-partner-with-monash-university-to-deliver-health-in-gear-program-outcomes/>
- <https://ozhelp.org.au/australias-truck-drivers-at-breaking-point-as-industry-ramps-up-for-christmas-period/>

- <https://healthingear.com.au/health-in-gear-announces-24-7-phone-support-for-transport-and-logistics-workers-and-their-families/>
- <https://healthingear.com.au/ozhelp-partner-with-coles-supply-chain-to-deliver-their-health-in-gear-program/>
- <https://healthingear.com.au/ozhelp-announces-2022-health-in-gear-ambassadors/>

