



Final Report

Tailored Mental Health Training

HVSI Round 8
2024/2025



**Training one,
helps many.**

healthyheads.org.au

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Introduction of Healthy Heads in Trucks & Sheds

Established in 2020, Healthy Heads in Trucks & Sheds ([Healthy Heads](#)) is a registered not-for-profit foundation that provides a national approach to improving mental health and physical wellbeing for people working in road transport, warehousing and logistics.

The transport, warehousing and logistics industries face unique challenges that can impact the mental health and broader wellbeing of these workforces. Long hours, shift work, isolation, and high-pressure environments contribute to heightened stress and mental health concerns.

Our work focuses on the provision of industry specific tools, resources, training and programs to support businesses of all sizes and individuals, to create psychologically safe, healthy working environments in which people can thrive.

A summary of Healthy Heads achievements to date is available on our website here [Governance - Healthy Heads in Trucks & Sheds](#).

OUR IMPACT			Mental Health Training		Nutrition Program	
Road Show			 600 people trained		 44,000 healthy meals purchased	
 Over 7,000 engaged with at Road Show			Healthy Heads App		 20+ industry-specific fact sheets and resources	
 Over 40 events per annum			 Over 19,000 users		 BeFit Food Trial	
 Over 100,000 Road Show social media reach			Media Reach		 Nutrition in Sheds	
R U OK? in Trucks & Sheds			 1.3M people in 2024			
 218 Company Champions			Industry Networking & Collaboration		Industry Resources	
 70+ participating businesses			 Industry Forums, Corporate Partner Events, Legal Forums, etc.		 National Strategy	
 Healthy Heads in Trucks & Sheds			 Involvement at 70+ events		Guidelines	
					Handbooks	
					Planner	

Program summary

Mental health is a critical safety issue in the Australian road transport, warehousing, and logistics industries, where workers face unique risks including long hours, isolation, pressure to meet tight delivery schedules, and the need for constant attention when operating heavy machinery. These factors contribute to elevated levels of psychological distress, fatigue, and mental health-related issues, resulting in serious individual, organisational, and economic impacts.

This mental health training program funded by National Heavy Vehicle Regulator’s Round 8 Heavy Vehicle Safety Initiative (HVSI), provided industry-tailored mental health training to workers across the sector, with a focus on reaching Small and Medium Enterprises (SMEs).

More than 600 training places were made available and delivered via flexible formats (face to face, online and self-paced) to accommodate the needs of shift workers, regional communities, and mobile workforces. Training courses were delivered through partnerships with leading mental health organisations, including Lifeline Australia, Black Dog Institute, Mental Health First Aid Australia, Steering Healthy Minds, and AP Psychology & Consulting Services.

List of training courses

Training Provider	Course
AP Psychology & Consulting Services	<i>Psychological Health and Safety Action Plan Workshop</i>
Black Dog Institute	<i>Managing for Team Wellbeing</i>
Black Dog Institute	<i>Managing for Team Wellbeing – Navigating Conversations</i>
Black Dog Institute	<i>Your Mental Health at Work</i>
Lifeline Australia	<i>Accidental Counsellor</i>
Lifeline Australia	<i>Mental Health & Wellbeing in Road Transport Warehousing & Logistics</i>
Lifeline Australia	<i>Mind your Mates</i>
Mental Health First Aid – Delivered by Steering Healthy Minds	<i>Mental Health First Aid</i>

Rationale

Mental health training in the workplace is a proactive approach to mitigating psychosocial risk and building awareness and capacity. By promoting good mental health and workplace wellbeing, all people in the industry can feel safe both physically and mentally.

When organisations implement mental health training programs, this works to:

- Reduce stigma
- Normalise mental health
- Increase help seeking behaviours
- Increase the capacity of people in the industry to maintain their own mental health
- Increase the capacity of people in industry to recognise signs and support others
- Support early intervention

When employees feel comfortable talking about their well-being at work, they are less likely to suffer in silence. Many in our industry still feel the stigma associated with mental health and by the time they reach out for support or are recognised as needing support, they are already in crisis.

Training programs empower people to both manage their own mental health and support the mental health of others that they work with. Training programs are a proactive approach to supporting early intervention and the framework of prevention, protection and support.

Workplace mental health training supports all seven workplace strategies in the [National Mental Health and Wellbeing Roadmap](#) (funded through HVSI Round 5) by:

- Building leadership capability
- Increasing awareness
- Building better workplace culture
- Supporting smarter work design
- Building resilience and coping skills
- Supporting early intervention
- Supporting recovery

Program objectives

Primary objective

Through targeted training programs (that have been tailored and tested by the Healthy Heads Industry Working Group), support the development of workplace cultures where mental health and wellbeing are prioritised, normalised and workers feel safe and develop the skills to voice their concerns and seek help.

Goals

1. **Foster psychologically safe workplaces** where mental health is normalised and workers feel safe to speak up and seek help
2. **Equip individuals with skills and knowledge** to manage their own mental health and support others
3. **Increase uptake of mental health training across SMEs**, which often lack access to these critical resources

Industry collaboration

As part of the training program's development, Healthy Heads conducted extensive industry consultation. Input was gathered from truck drivers and other industry personnel through the Healthy Heads Industry Working Group (IWG). The IWG played a key role in shaping the course content, participating in trial courses and providing feedback that was used to further refine the content.

Additionally, Healthy Heads worked as a member of a national collaboration between Mental Health First Aid Australia, Steering Healthy Minds, Toll Group, and TrackSAFE Foundation, to develop the industry specific scenarios for inclusion in the Mental Health First Aid course material.

Members on the IWG represent various organisations, functions and role levels to provide a broad representation of skills, experiences and insights regarding workplace mental health and physical wellbeing in the industry sector.

Program delivery

April 2024 - July 2025



602 people



37 courses

From April 2024 to July 2025, Healthy Heads trained 602 individuals across the transport, warehousing, and logistics sectors through 37 courses. These fully funded training opportunities were offered at no cost to participants or businesses and delivered nationwide.

To ensure accessibility, the training was provided in a range of flexible formats, including face-to-face sessions, online learning, and self-paced modules. This approach allowed participation from individuals in both metropolitan and remote areas, including long-haul drivers and shift workers.

In collaboration with expert organisations such as Lifeline Australia, Black Dog Institute, Mental Health First Aid Australia, Steering Healthy Minds, and AP Psychology and Consulting Services, the program delivered a broad range of courses, varying in content, focus, and time commitment.

Training Provider	Course Name	Format	Session Length	Sessions Delivered	Participants Trained
AP Psychology & Consulting Services	National Mental Health Roadmap Action Plan	Online / Face-to-face	5 hours (2 days)	5	44
Mental Health First Aid Australia delivered by Steering Healthy Minds	Mental Health First Aid	Online / Face-to-face	12 hours (2 days)	4	34
Lifeline Australia	Accidental Counsellor	Online / Face-to-face	3.5 hours	9	125
Lifeline Australia	Mind Your Mates	Online / Face-to-face	2 hours	8	86
Lifeline Australia	MH & Wellbeing in Road Transport & Logistics	Online (self-paced)	110 minutes	1	193
Black Dog Institute	Managing for Team Wellbeing	Online / Face-to-face	3 hours	7	85
Black Dog Institute	Managing for Team Wellbeing – Navigating Conversations	Online	2.5 hours	1	9
Black Dog Institute	Your Mental Health at Work	Online / Face-to-face	2 hours	2	26

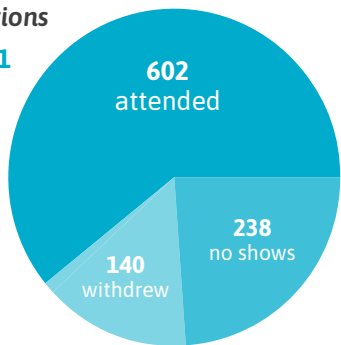
Key outcomes

Participation data

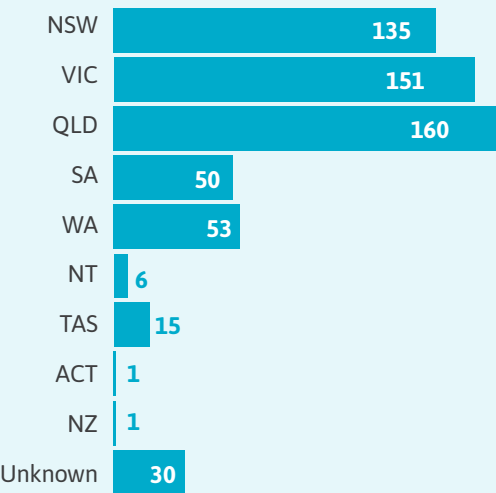
A total of 991 individuals registered for the training, with 602 attending, an overall attendance rate of 61%. Despite some withdrawals and no-shows, demand remained strong, with participants registering interest on a waitlist when courses were at capacity. Participants came from every Australian state and territory, with the highest representation from Queensland, Victoria, and New South Wales. The training attracted professionals from a wide range of industry roles, particularly in safety and compliance, leadership, and human resources.

Registrations

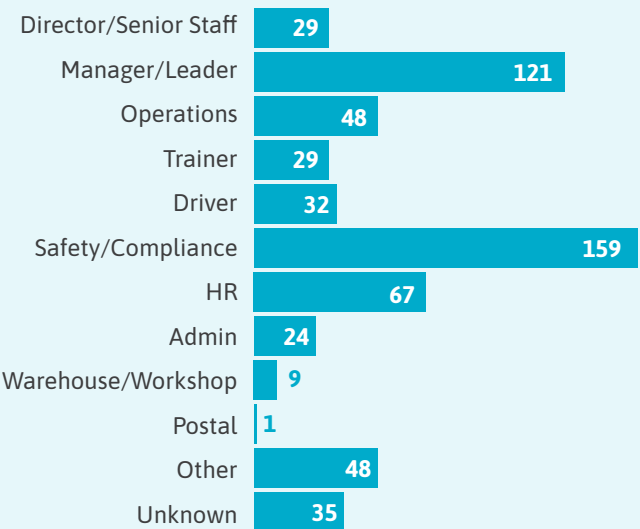
Total 991



Attendees by location



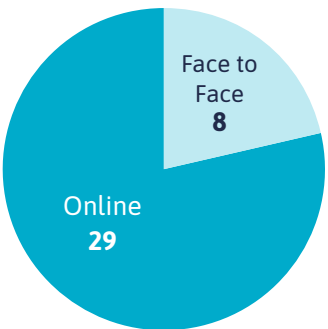
Attendees by role



Course data

Number of Courses

Total 37



How participants accessed course

49 Face to Face

553 Online

Participant satisfaction and feedback

Overall participant satisfaction and reported learning outcomes across all courses were consistently strong, reflecting high-quality delivery and relevance to industry needs.

At the conclusion of each course, participants were invited to complete a post-training survey. Examples from this collated feedback are summarised below.

Course outcomes

Accidental Counsellor & Mind Your Mates - Lifeline Australia

- **100% of participants** across all sessions reported increased confidence and capability in applying key skills, including:
 - Recognising emotional distress
 - Responding appropriately
 - Making suitable referrals
 - Practicing self-care
- This unanimous feedback highlights the effectiveness and consistency of these targeted mental health and wellbeing programs.

Managing for Team Wellbeing - Black Dog Institute

- Participants reported an **average 42% increase** in self-rated knowledge
 - **Pre-course scores:** 4.67 to 6.44 out of 10
 - **Post-course scores:** 6.33 to 8.38 out of 10
- These results reflect a significant improvement in participants' understanding of workplace mental health issues.

Your Mental Health at Work - Black Dog Institute

- Participants showed a **19% improvement** in knowledge.
- Gains were particularly noted in foundational mental health awareness and confidence to address mental health issues in the workplace.

National Mental Health Roadmap Action Plan - AP Psychology and Consulting Services

- **100% of participants** agreed that they felt confident in applying course learnings on the job.
- This suggests a high level of perceived relevance and practical value in the course content.

Mental Health First Aid - Steering Healthy Minds

- Participants reported **confidence levels between 80% and 100%** in key skill areas, such as:
 - Identifying mental health concerns
 - Having conversations about suicidal thoughts
 - Encouraging help-seeking behaviours
- These results demonstrate strong competence in providing peer support following the training.

Conclusion

The collective data shows:

- High levels of participant satisfaction
- Significant increases in confidence and knowledge
- Clear evidence of practical skill development

These outcomes support that Healthy Heads' training initiatives are a positive approach to building mentally healthy, supportive workplaces across the sector.

Additional outcomes

The training program has delivered several additional outcomes, all aligned with its original objectives and goals, including the following:

- Anecdotal reports from participating businesses of **increased mental health knowledge** and help-seeking behaviours
- Strong engagement from small and medium businesses, many of whom were **accessing mental health training for the first time**
- **Additional uptake and purchase** of the tailored mental health courses available via Healthy Heads by:
 - Team Global Express
 - Toll Group
 - Ron Finemore Transport
 - Oz Harvest
 - Australia Post
 - Linfox
 - Visy
 - Qube
 - Centurion
 - Primary Connect
 - NTI

Participant feedback



“ We find our staff who work on the road one of the hardest groups to reach, yet they are also one of our largest workforce groups and one of the most vital for our mental health messages. Given their movements and availability, we’ve had to be more flexible in how we deliver training to build their skills and knowledge, and how they in-turn access support for themselves. ”

Toll Group



“ Mental health awareness doesn’t stop when you leave the office or site. I’ve used things from that training in my personal life. There have been friends or relatives that have had issues and I’ve been able to spot that hopefully early enough on and say, have you thought about doing this, about contacting this organisation. ”

Steve West

Senior Project Manager IT, Toll Group



“ Being made aware of the importance behind starting a conversation with a colleague, knowing that its better to have said something than not. ”

Anonymous participant

Lifeline Australia - Mind Your Mates

“ I had a guy walk into my office a while ago and said “I want to kill myself” and I had no idea what to do. I never want to be in a situation like that again! I now have tools that I can use. ”

Anonymous participant

Lifeline Australia - Accidental Counsellor



“ I think everyone should do it. Having the skillset, the tools, the language... you might just save someone’s life. ”

Kellieanne Johnston

Compliance, Assurance & Development Officer,
Dival’s Earthmoving & Bulk Haulage

“ I’ve gained a better understanding of mental health and how to talk about it. ”

Jenny Fellows

Administration Manager, Fellows Bulk Transport



“ I haven’t got all the answers, I don’t think anyone does, but I can help point them in the right direction. I can show them... tell them who to go to get that help. ”

Glen Gooch

Operations Manager, Ron Finemore Transport

“ You don’t have to have a degree or be a psychologist. Doing the little things over time and really checking in with people. We’ve all got a role to play, and something as small as starting a conversation can be a key piece that changes someone’s mindset. ”

Luke Morton

Operations Manager, Ron Finemore Transport



“ The content and the knowledge and presentation from Di was fantastic. It was relatable the way Di spoke to the course content and she gave real life examples and how to use the strategies and techniques from the course. ”

Anonymous participant

Lifeline Australia - Accidental Counsellor

Communication and promotion

A targeted and strategic promotion and communication strategy was implemented to raise awareness of the mental health training programs and drive enrolments across the road transport, warehousing, and logistics industries. The campaign focused on engaging both individuals and businesses, particularly small and medium enterprises (SMEs) through a multi-channel approach.

The campaign focused on seeding training opportunities through respected industry advocates, including high-profile figures to generate authentic, relatable testimonials and help shift perceptions among more sceptical or hard-to-reach audiences. Real stories, told in participants' own words, proved particularly effective in building credibility and relevance within the cohort.

Promotional efforts targeted managers and owner-operators from small to medium enterprises, emphasising the free training offer as a valuable tool to meet psychological health and safety compliance requirements. Events and messaging highlighted the importance of proactive mental health training, particularly for those tasked with meeting legal obligations.

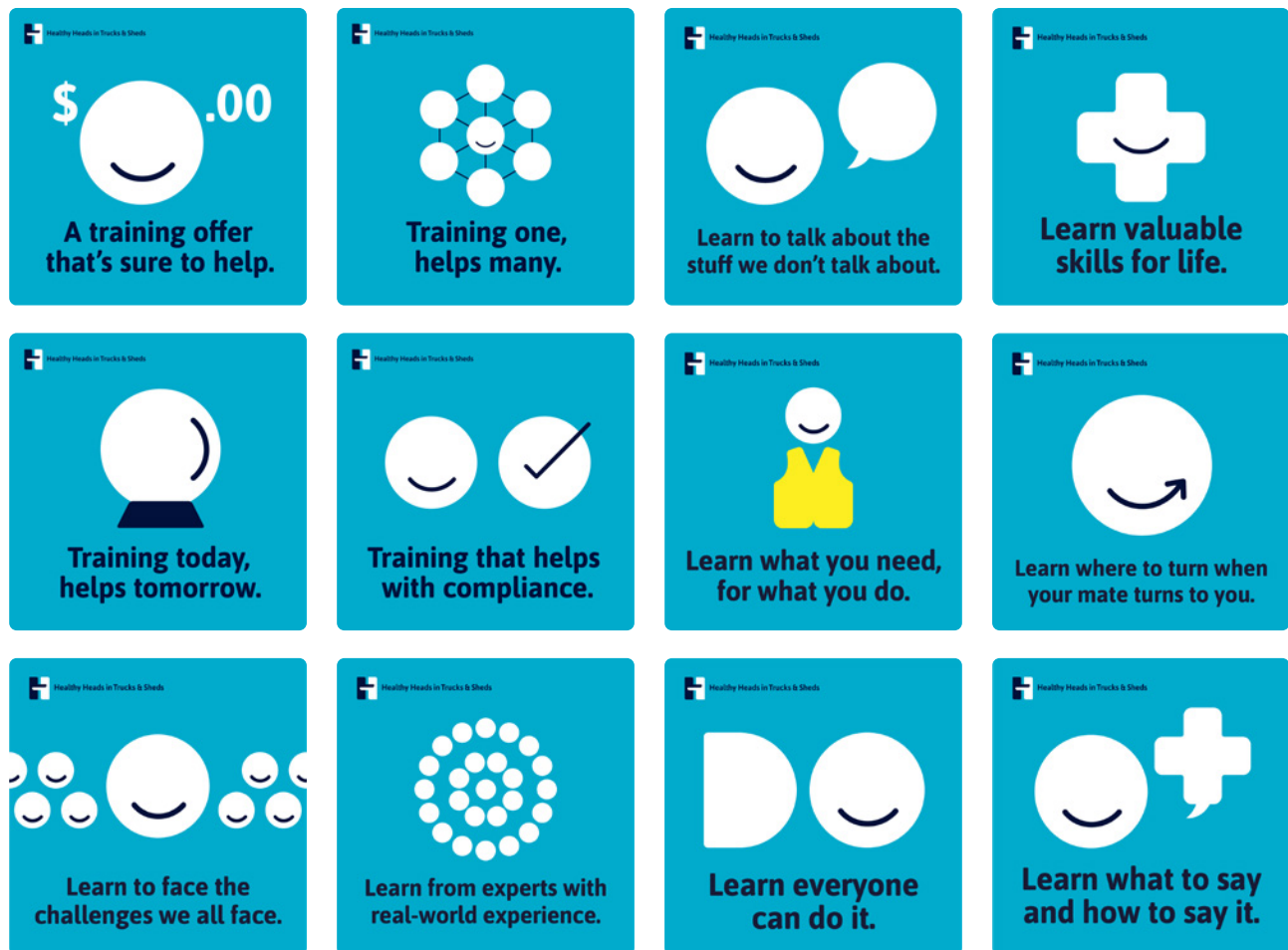
LinkedIn served as a key paid media channel, selected for its ability to reach business owners, Human Resource professionals, and workplace decision-makers responsible for staff wellbeing. This professional network enabled Healthy Heads to align the campaign with the right audience at the right time, effectively inspiring action and reinforcing a culture of mental wellbeing across the sector.

Together, this integrated promotional strategy ensured broad awareness, high engagement from SMEs, and a strong foundation for ongoing training demand.





Key Activities:

- Development of a communications toolkit including social media tiles, one pagers, EDMs, posters, brochures, zcard/brochure, and email signatures
- Targeted and strategic promotion and communication strategy
- Paid advertising across social media platforms, radio, and industry publications
- Direct engagement with industry associations and participation in industry events
- Use of industry advocates and participant testimonials to build trust and drive peer influence

Messaging examples:



Outcomes:

<p>Website</p>  <p>44,382 visits to the training page during the campaign period</p>	<p>Social media</p>  <p>Impressions: 562,080 Reach: 464,000 Total clicks: 1,455</p>
<p>Print media</p>  <p>Audience pool of up to 39,000</p>	<p>Radio</p>  <p>Audience pool of up to 425,000</p>

Program variations and learnings

Throughout the delivery of the program, several key learnings and necessary adaptations emerged. A significant challenge was the lower-than-expected enrolments and a high rate of 'no-shows' for face-to-face courses in regional areas. In contrast, online courses consistently attracted larger and more diverse audiences, with stronger attendance and lower dropout rates.

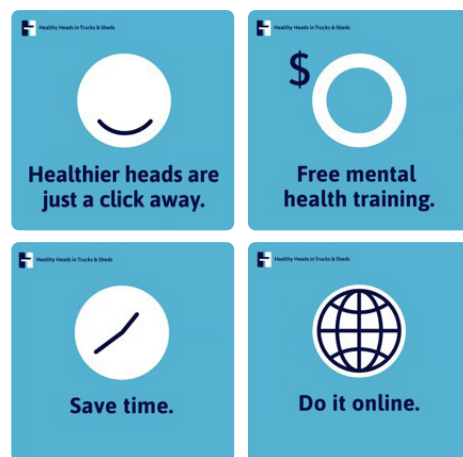
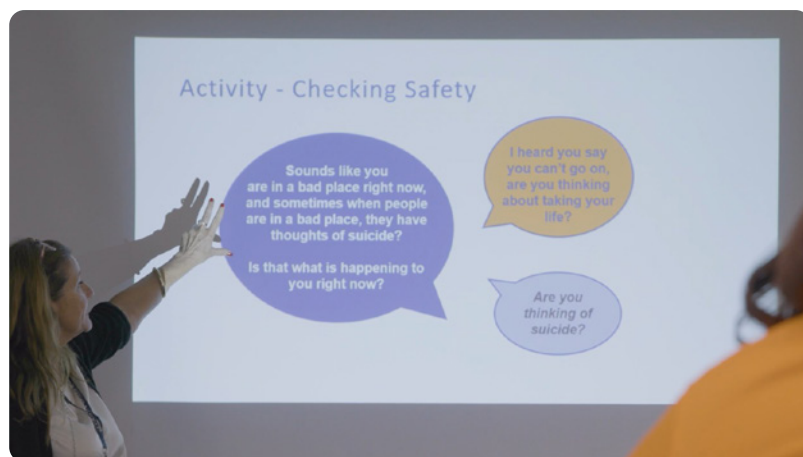
To address these challenges, Healthy Heads introduced enhanced reminder protocols, including follow-up phone calls and targeted email communications. Concurrently, promotional efforts were intensified across social media platforms and advertising channels to boost visibility and uptake.

Shorter course formats, particularly those under half a day proved to be more popular, with participants showing a clear preference for accessible and time-efficient training. As a result, the delivery strategy shifted to include a higher proportion of online courses, which not only improved attendance but also generated cost savings. These efficiencies allowed for the purchase of additional training courses within the existing program budget allocation.

In alignment with the transition to online delivery, strategic adjustments were made to the media campaign to enhance visibility and increase registration rates. This included the addition of a short introductory video at the beginning of each course, reinforcing Healthy Heads' role in the training program delivery and offering guidance for participants on how to access additional training opportunities.

Additional key learnings:

- Importance of avoiding training delivery during the industry's peak operational period (November to February), during which participation rates tended to decline
- Those with limited digital literacy experienced difficulty navigating the eLearning platforms. Additional one on one support was required to support these participants
- Although initial participation numbers fell short of projections, participant feedback was overwhelmingly positive. After the delivery of the first phase of courses, strong endorsement from the key audiences themselves validated the program's value and generated strong demand, supporting the programs relevance and impact
- Healthy Heads should aim to provide some annual free training opportunities to encourage ongoing uptake and purchase of mental health training across the sector



Conclusion

Through partnerships with leading mental health organisations along with strong industry collaboration, Healthy Heads has provided accessible, flexible, and effective training to support mental health awareness, early intervention, and help-seeking behaviours.

This program set ambitious participant targets and has successfully met those goals, while also identifying sustained and growing demand for mental health training across the industry. Importantly, the program has served as a catalyst for ongoing training uptake, with several organisations choosing to invest further in mental health courses for their employees.

Building on the outcomes and insights gained from this program and in response to increasing demand from organisations across the sector, Healthy Heads has committed additional funding to support the continued delivery of some annual, free online mental health training. This ongoing investment is designed to provide the industry with an opportunity to ‘try out’ training options, encouraging further uptake and purchase of training courses. Additionally, it ensures that smaller businesses, which may lack the resources to invest in paid programs, have continued access to valuable mental health education and support.

Comprehensive data collected throughout the program has provided valuable insights into participation patterns and learning outcomes. Participant feedback gained consistently shows self-reported skill development, increased awareness, and personal growth in understanding mental health and wellbeing. Individuals reported feeling better equipped to recognise and manage their own mental health, support others, and contribute to healthier workplace environments.

The programs successful delivery represents a meaningful and scalable contribution to improving individual mental health and wellbeing, workplace psychological health and safety, and industry resilience.

