



Project Report On

Excessive load of work lead to health hazard for employees

Submitted By

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Letter of Transmittal

2nd September, 2020

Amitava Bose Bapi

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Dhaka, Bangladesh

Subject: Submission of the project report

Dear Sir,

With humble submission, I would like to inform you that it is a great pleasure for me to submit this report on “Excessive load of work lead to health hazard for employees” as a requirement for MBA INT631 program. During preparing this report I gathered information on “Excessive load of work lead to health hazard for employees” by researching on internet, downloaded journals, websites, read it and then made it.

It would be really grateful if you could give your approval on the report.

Yours’ sincerely,

Md. Salman Rahman

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Letter of Authorization

This project has been submitted for examination with my approval as the university supervisor.

Signature:

Date:

Amitava Bose Bapi
Assistant Professor
Department-Business Administration
Uttara University

Acknowledgements

First, I would like to thank Almighty Allah for giving me strength and composure to finish this assignment within time limit. It would not have been possible without the support of my family, which has helped me most to done the tasks.

Respective supervisor Amitava Bose Bapi sir, I would like to thank you and expresss my gratitude to you because without your helpful guidance, support, instructions and motivation this would have been an impossible task for me to overcome.

I sincerely thank all from the bottom of my heart

Summary/Abstract

My report is based on my general knowledge and what I found on internet as a requirement for MBA INT631 program. Therefore, I gathered information on “Excessive load of work lead to health hazard for employees” by reading journals, articles etc. Almost all of them focused on employees health whether it’s physical or mental due to stress, overtime, work environment, what is stress, how does stress affect, what causes stress, who’s at fault causing stress, workload, how does workload affect performance, negative effects of stress, how many people are dying due to workload or employer behaviour, preparation for handling this issue etc

By working on this project I was able to learn many things like- we need to take care our physical and mental health, present world’s working environment where death is occurring due to competitiveness with others and of course to make money without taking care of employees. They do not even pay enough money for overtime. This stress leads them to death. Some people still work knowing this overload would lead them to death but they do because they money for themselves and their family due to poor financial situation.

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Section-1: JUSTIFICATION OF THE STUDY

I am still hearing and seeing from newspaper, tv, internet about the importance of health whether it's physical or mental. I acknowledge that I did not know much about it before. Employers from organization making them work beyond standard working hour due to earn more money, be more competitive than their rivals etc. We cannot blame them entirely. Workers work overtime due to their poor financial situation but they do not get paid enough for their efforts by organization. There are many examples on this subject "Excessive load of work lead to health hazard for employees". This motivated me to study on this subject.

I am interested on this topic because due to working overtime for long time, not taking enough rest people falls under stress, sometimes they lose their sanity due to stress and even die from it. This shows cruel side, true reality of the world but it is not happening in just one country but almost everywhere. People are taking steps but not enough to reduce this kind of problem. This also gives us an inside view of organizations working culture, work environment, behavior of employees and employers, how they are taking care of each other, have they counseling center or not.

This is going to help me realize both physical and mental health are important. We must not ignore it and need to take care of mental and physical health of employers and employees and make sure they do not fall under stress by arranging monthly counseling, give them vacation, pay them enough for their efforts, make sure work environment is positive, behavior among each other less negative, how an organizations need to have proper medical facility, ensure safety of everyone within organizations by following standard building code and security etc.

Section-2: OBJECTIVES OF THE STUDY

My objectives for this study are given below-

1. I want to learn what stress, types of stress and show examples related to stress
2. I want to understand how stress effects physical and mental health
3. I want to tell my readers that why is this happening
4. I want to learn how to reduce this problem

Section-3: METHOD

I used secondary data method since there was no primary data. Which is searching on internet. I searched on internet for journals related to my project topic, downloaded seven journals, read it and then made my project report

Section-4: DISCUSSION

Literature review

Research on the relationship between work stress and physical and mental health has improved over past years and research on physiological stress processes has also advanced. Some articles said-

“This review spans multiple disciplines and includes a critical discussion of management and applied psychology research, epidemiological studies, and recent developments in biology, neuroendocrinology, and physiology that provide insight into how workplace experiences affect well-being” (Daniel C. Ganster, 2013).

“It's one thing to pull a long day every once in a while to finish a project or deal with a crisis, but it's another to routinely stay late at the office or work into the night. That's chronic overwork and it can have extremely negative impacts on your health, happiness, and overall quality of life.” (Cox, Marketing,HubSpot, 2016)

It also gives us an inside view of organizations working culture, work environment, behavior of employees and employers, how they are taking care of each other, have they counseling center or not to prevent this problem, to keep up with rapidly changing world is hard for employers and employee

After analyzing the literature review lets discuss objectives-

Objective 1

Stress is your body's reaction to a challenge or demand. In short bursts, stress can be positive, such as when it helps you avoid danger or meet a deadline. But when stress lasts for a long time, it may harm your health.” (Medical Encyclopedia, 2020)

“Stress in the workplace is globally considered a risk factor for workers’ health and safety. More specifically, the health care sector is a constantly changing environment and the working conditions in hospitals are increasingly becoming demanding and stressful” (Igor Portoghese M. G., 2014)

There are four types of stress. Those are- Acute Stress, Chronic stress, Emotional Stress, Battling Burnout

I want to show 2 examples of how stress leads to deaths of workers. Those are given below-

1. Japan

Japan has again been forced to confront its work culture after labour inspectors ruled that the death of a 31-year-old journalist at the country’s public broadcaster, NHK had been caused by overwork. Miwa Sado who worked at the broadcaster’s headquarters in Tokyo, logged 159 hours of overtime and took only two days off in the month leading up to her death from heart failure in July 2013 (Japanese woman 'dies from overwork' after logging 159 hours of overtime in a month, 2017). It is called “karoshi” means death from overwork

Another notable death Matsuri Takahashi was 24 when she killed herself in April 2015. Labour standards officials ruled that her death had been caused by stress brought on by long working hours. Takahashi had been working more than a 100 hours’ overtime in the months before her death. Weeks before she died on Christmas Day 2015, she posted on social media: “I want to die.” Another message read: “I’m physically and mentally shattered.” (Japanese woman 'dies from overwork' after logging 159 hours of overtime in a month, 2017)



Figure 1: Japan is considering capping monthly overtime at 100 hours

2. Bangladesh

In this country majority of garments factory do not follow standard infrastructure protocol. Many garments building were build on without testing ground properly, using low quality materials. It can leads to disaster. Look what happend to Rana Plaza Garments building. It collapsed due to several factors- Building built on a filled-in pond which compromised structural integrity, Conversion from commercial use to industrial use, Addition of three floors above the original permit, The use of substandard construction material (which led to an overload of the building structure aggravated by vibrations due to the generators)



Figure 2: Rana Plaza's collapsed building

On 23 April 2013 (one day before the collapse), a TV channel recorded footage that showed cracks in the Rana Plaza building. Immediately afterward, the building was evacuated and the shops and the bank on the lower floors were closed. Later in the day Sohel Rana said to the media that the building was safe and workers should return tomorrow. Managers threatened to withhold a month's pay from workers who refused to come to work. This caused workers who were financially poor forced to come to work for their family and themselves. They worked under mental stress knowing danger is near. On 24 April 2013 it collapsed and 1134 people died and 2500 rescued from being buried alive. But did they receive compensation ? No they did not receive enough

Objective 2

This section summarises the effects of stress under two headings: psychological and social effects, and physiological and physical effects

“Job related stress can be mostly immobilizing because of its possible threats to family functioning and individual performance. Job related stress can create an difference between demands on families and the ability of families to provide material security for them. While there is a significant body of research which deals with work and family there is relatively little research which deals specifically with perceived job insecurity concerns or fears about job loss and marriage and family life. Family and work are inter-related and interdependent to the extent that experiences in one area affect the quality of life in the other. For example, it questions whether the workers have to take work home, or inability to forget about work when the individual is at home. Home-work interface is important for the workers to reduce the level of work-related stress.

The present study was conducted among employees of a well reputed growing bank in Pakistan who has three categories under which employees fall those are FTE (Fixed Tenure Employees) bank contract and third party contract employees. The data was collected by means of a structured questionnaire with the help of supervisors and managers, copies of the questionnaire were given to respondents by hand and majority of respondents were male (87%) and married (79%). The

average respondent was 39 years of age, having graduate and postgraduate qualifications. In this study the employees do their job regularly but due to workloads and time constraints their performance reduces. Banks timing is mostly from 9am to 5pm in Pakistan but originally there is no time limit so employees have to work for longer hours as compared to other jobs hitch is also a reason of concern (Ashfaq Ahmed, Effects of Job Stress on Employees Job Performance A Study on Banking Sector of Pakistan, 2013)

Also according to Rajan D's journal's scope of the study is focused on sanitary workers performance working in private multi-speciality hospitals in Tirunelveli city, Tamilnadu, India. This focuses on psychological and social effects

“This survey based descriptive research has adopted quantitative approach. The element of this research is sanitary worker working in private multi-speciality hospitals in Tirunelveli city. The study has sampled 60 sanitary workers from leading private multi-speciality hospitals using convenience sampling method. Primary data has been collected from them using scheduled method. Questionnaire had been made in English and it was translated to them in Tamil language to collect data from them. Questionnaire had been constructed using Likert's five point scale which consisted of five responses namely ‘Strongly agree, Agree, No opinion, Disagree and Strongly disagree’ that had been rated with value of 5, 4, 3, 2 and 1 respectively. Questionnaire consisted of three sections, namely section ‘A’

which described demographic characteristics of the respondents, section 'B' which revealed risk factors associated with heavy workload, section 'C' which talked about impacts of heavy workload on health of the employees and section 'D' that indicated impact of heavy workload on work and behaviour of sanitary workers. Secondary data have been collected from journals and books to support study."

(D, Negative impacts of heavy workload: a comparative study among sanitary workers, 2018)

The results are not good. Workers performance are dropping.

The reason why sanitary workers undergo depression and panic is that they are mostly either literally educated or uneducated. They do not have literal knowledge about how to bear stress and manage finance and hence they are always on debt side and worried. This leads them to undergo undue stress and depression.

Moreover, in lot of workplaces, sanitary workers are not respected appropriately and they are humiliated very pathetically without giving any proper respect for them. Supervisors and managers are very younger in age and they do not have any professional educational qualification and because of these reasons they do not know how to handle sanitary workers and get work from them smoothly and nicely. Most of the sanitary workers who have crossed age of 40 have diabetes mellitus and hypertension which will further cause cardiovascular and neurological disorder if they continuously undergo to heavy workload. When sanitary workers

works for longer period of time with too much depression and stress because of heavy work load that persist without any changes in their work pattern and life style, definitely it will make old aged appearance very shortly (D, Negative impacts of heavy workload: a comparative study among sanitary workers, 2018)

Physiological and physical effects of stress are given below-

1. The heart and circulation – hypertension (high blood pressure), coronary thrombosis (heart attack), heart disease, strokes
2. Digestion – peptic ulcers, colitis (inflammation of the bowels), vomiting, diarrhoea
3. The immune system – lowered resistance to infections, chronic asthma, chronic dermatitis, possible increased risk of cancer
4. Mental health – depression, chronic anxiety, mental breakdown, suicide, social isolation (Stress - from Hazards at Work book, 2020)

Objective 3

This part of discussion focused on what I wanted to convince or tell my readers that- why is this happening.

From Ashfaq Ahmed, Dr. Muhammad Ramzan's journal I found

“Rapidly changing global scene is increasing the pressure of workforce to perform maximum output and enhance competitiveness. Indeed, to perform better to their job, there is a requirement for workers to perform multiple tasks in the workplace to keep abreast of changing technologies. A study in UK indicated that the majority of the workers were unhappy with the current culture where they were required to work extended hours and cope with large workloads while simultaneously meeting production targets and deadlines” (Ashfaq Ahmed, Effects of Job Stress on Employees Job Performance A Study on Banking Sector of Pakistan, 2013)

According to Lindsay Kolowich Cox

“Chronically overworking isn't fun. It doesn't feel good to realize you have to work through yet another family dinner or relaxing weekend. So why do people do it? Is it because our bosses told us to? Or because we want to make more money? Or do we have some deep-seated psychological need? In her article for Harvard Business Review, Carmichael asks who's to blame?

Our managers?

In many cultures, bosses want and expect employees to put in long days, make themselves available on email 24/7, and work nights, weekends, and during vacation without protest. In this version, writes Carmichael, we overwork because we're told to. This is especially evident in the three countries in which employees work the longest hours of all advanced countries in the world: America, South Korea, and Japan

Ourselves?

But most of us can't place all the blame on others. More often than not, working long hours is a way for us to prove something to ourselves. Maybe working late makes us feel ambitious or important. Maybe it's because we think it's the only way to get a promotion, make more money, or avoid falling behind" (Cox, Why Overworking Is Bad For Your Health (And Who's to Blame), 2016)

Objective 4

In order to prevent this problem I found stress management tips on internet

“People can learn to manage stress and lead happier, healthier lives. Here are some tips to help you keep stress at bay-

- Keep a positive attitude.
- Accept that there are events that you cannot control.
- Be assertive instead of aggressive. Assert your feelings, opinions, or beliefs

instead of becoming angry, defensive, or passive.

- Learn and practice relaxation techniques; try meditation, [yoga](#), or tai-chi for stress management.
- Exercise regularly. Your body can fight stress better when it is fit.
- Eat healthy, well-balanced meals.
- Learn to manage your time more effectively.
- Set limits appropriately and learn to say no to requests that would create excessive stress in your life.
- Make time for hobbies, interests, and relaxation.
- Get enough rest and [sleep](#). Your body needs time to recover from stressful events.
- Don't rely on alcohol, drugs, or compulsive behaviors to reduce stress.
- Seek out social support. Spend enough time with those you enjoy.
- Seek treatment with a psychologist or other mental health professional trained in stress management or biofeedback techniques to learn healthy ways of dealing with the stress in your life” (Stress Management, 2020)

Section-5: FUTURE FORWARD

Several limitations came up while doing this study which are

I choose seven journals out of maximum ten journals which were written by various researchers. I used four journals out of seven journals because those are almost similar so, I did not use same things again after comparing all of them also I came across several topics filled with tables but those were filled with mathematical calculations which will be difficult for me to explain. I also used several websites for additional information.

Despite limitations it did not stop me from completing my work. I suppose that these limitations will be satisfied in the future research

Appendix I

Introducing Consulted Articles

Sl	Article name	Author(s)	Journal Name	Volume & Issue	Year	Publisher
1	Burnout and Workload Among Health Care Workers: The Moderating Role of Job Control	Igor Portoghese, Maura Galletta, Rosa Cristina Coppola, Gabriele Finco, Marcello Campagna	Safety and Health at Work	Volume-5, Issue-3	2014	Sciencedirect
2	Effects of Job Stress on Employees Job Performance A Study on Banking Sector of Pakistan	Ashfaq Ahmed, Dr. Muhammad Ramzan	Journal of Business and Management	Volume-11, Issue-6	2013	Iosrjournals.org
3	Health Impact of Psychosocial Hazards at Work: An Overview	Stavroula Leka, Aditya Jain			2010	World Health Organization
4	Negative impacts of heavy workload: a comparative study among sanitary workers	Rajan D	Sociology International Journal	Volume-2 Issue-6	2018	Medcrave
5	The Effect of Long Working Hours and Overtime on Occupational Health: A Meta-Analysis of Evidence from 1998 to 2018	Kapo Wong , Alan H. S. Chan and S. C. Ngan	Environmental Research and Public Health	Volume-16 Issue - 12	2019	MDPI

6	Why Do People Overwork at the Risk of Impairing Mental Health?	Sachiko Kuroda, Isamu Yamamoto	Journal of Happiness Studies	Volume-20, Pages-1519–1538	2018	Springer Link
7	Workload and Performance of Employees	Syed Saad Hussain Shah, Ahsan Raza Jaffari, Jabran Aziz, Wasiq Ejaz, Ihsan Ul-Haq, Syed Neiman Raza	Interdisciplinary Journal Of Contemporary Research In Business	Volume-3, No- 5	2011	ijcrb.webs.com

Appendix II

Compilation of Objectives/ Purposes/ Questions/Hypotheses Addressed by the Articles

Article	Objectives/ Purposes/ Questions/Hypotheses
1	The purpose of this study is to develop and test a conceptual model of the relationship between work environment (workload and job control) and burnout (cynicism and exhaustion) among Italian health care professionals
2	The purpose of this study is to examine stress in employees of banking sector of Pakistan
3	The purpose of this analysis, studies were sought that assessed the impact of psychosocial risks on health directly or indirectly through the experience of work-related stress
4	The objectives of this studies are a) To understand and differentiate perception of sanitary workers towards risk factors associated with heavy workload b) To know and differentiate perception of sanitary workers towards impact of heavy workload on health, work and behaviour c) To offer suitable suggestions to reduce workload and improve health, work performance and behaviour
5	The purpose here was to examine the relationship between the length of work hours and the occupational health of workers
6	Hypotheses of this study shows that people recognize their mental health deterioration when they work long hours however, they simultaneously tend to overvalue job satisfaction from nonpecuniary factors that arise with hours worked
7	This study is an attempt to combine and evaluate different theories on the topic of workload and performance of employees' and conclude the key points for the guidance of managers and employees

Appendix III

Complication of Methods

Article	Methods
1	352 hospital workers (nurses and other clinical professionals) from five Italian public hospitals completed a self-administered questionnaire that was used to measure exhaustion, cynicism, job control, and workload. Data were collected in 2013
2	The data were obtained through close-ended questionnaire. A statistical test of regression, correlation and reliabilities were also confirmed
3	a. Establishing appropriate risk measures and exposure variables b. Estimating risk factor levels c. Overview of methods d. Criteria for identifying relevant studies e. Search strategy for studies f. Selection of studies
4	This survey adopted quantitative approach. The element of this research is sanitary worker working in private multi-speciality hospitals in Tirunelveli city. The study has sampled 60 sanitary workers from leading private multi-speciality hospitals using convenience sampling method. Primary data has been collected from them using scheduled method. Questionnaire had been made in English and it was translated to them in Tamil language to collect data from them.
5	a. Literature Search and Selection b. Coding Procedures c. Meta-Analysis
6	a. Participants and Procedure b. Measurement c. Other Variables
7	Meta-Analysis

Appendix IV

Complication of Conclusions

Article	Conclusions
1	Finally, an interesting avenue for future research is investigation into the contagious nature of burnout by considering the workplace-related crossover effect among health care professionals in a multilevel research design
2	The study was conducted only in industry that was banking sector and the impact job stress on job performance was measured only in one sector, if we want to generalize the results of this study then this study should be replicated in other sectors of Pakistan as well
3	Further work to estimate the impact of psychosocial risks on different health outcomes will motivate not only policy makers but also employers to continue their efforts to address these challenges of the modern work environment and to improve the health of employees around the world
4	The study has given suitable suggestions to eliminate risk factors of heavy workload. As most of the work of sanitary workers are primarily physical based, it is a crucial need for hospital management to pay greater attention to eliminate various risk factors associated with heavy workload of the sanitary workers and concentrate on improving their physical and mental health
5	Workers working long hours had a higher chance of experiencing occupational health problems, and short sleep duration yielded the strongest association with long working hours among the health measures in the related health condition. The findings emphasise the harmful effects of long working hours on occupational health
6	Previous studies investigating the association between extraversion and the number of working hours are scarce, and extended analysis is warranted in the future
7	Organizations should seek to ensure that there is a consistent allocation of reasonable workload to workers

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