



 Health  
& Wellbeing

 feelinggood  
@work





**Our vision is Victorian  
workers returning  
home safe every day**

**“The work we do is important because we impact on many people’s lives, everyday. While we strive to deliver excellent service to the Victorian community, we have an equal responsibility to ensure that our people are supported to feel good at work.”**

Occupational health and safety is taken seriously at WorkSafe. We are confident in our systems based approach to safety and are looking to demonstrate leadership with our focus on improving employee health in the workplace. We do this under the banner of Health and Wellbeing.

At WorkSafe, we take a holistic and integrated approach to wellbeing, in keeping with our corporate strategy and broader vision of ensuring Victorian workers arrive home safely.

We are committed to making the health and wellbeing of our staff a priority.

Our **feelinggood@work** program is a symbol of this commitment, offering a range of activities, services and benefits to promote employee and organisational health.

At an organisational level, our programs include career development, training and employee reward and recognition. We also have a popular social club, support corporate volunteering and offer on-site school holiday child-care programs.

We promote and support employee health and wellbeing through a comprehensive physical and mental wellbeing program, which is underpinned by leading practice Positive Psychology theory.

Our commitment to health and safety ensures we allocate appropriate resources and expertise, to not only managing key workplace risks, but to supporting injury management and return to work programs for our staff.

Through supporting organisational health, as well as the safety and physical and mental health of our people, we believe we are on track to achieving a sustainable wellbeing culture.

As we prepare to relocate our head office from Melbourne to Geelong, supporting our employees through the transition period is important. This is a significant change for all employees and we recognise this can be unsettling. By continuing to invest in our Health and Wellbeing program, our wellbeing culture will grow – and in turn, build on workforce engagement and satisfaction.

At WorkSafe, health and wellbeing is important, and it's central to what we do.

**Clare Amies**  
**Chief Executive**

## WorkSafe Victoria is committed to:

- › ensuring compliance with OHS and Workers Compensation legislation
- › creating and maintaining a positive work culture where employees feel valued and supported
- › providing access to early intervention support for employees in times of distress
- › treating all individuals with respect, equality and openness
- › providing opportunities for employees to participate in personal, team and organisational development opportunities related to mental health and wellbeing
- › promoting positive wellbeing principles in the broader Victorian working community.

# WorkSafe's approach to health and wellbeing

At WorkSafe, we recognise that health and wellbeing is about more than physical fitness and the absence of injury or illness. Our approach to wellbeing is a holistic one that supports all our employees to feel good at work.

## Health and Wellbeing is an integral part of our People and Culture strategy

At WorkSafe, we're focused on building a workplace culture of engaged employees. We know that improving employee wellbeing leads to improved engagement, happier employees and better work outcomes. It also helps our people to become more resilient in times of change and critical situations.

Supporting work-life balance and providing a comprehensive Health and Wellbeing program, helps us attract, develop and retain excellent talent and build a high performing workforce.

## We recognise that wellbeing is more than physical health

Our approach to wellbeing is holistic, recognising that our wellbeing is influenced by our physical and mental health as well as our role in the community and attitudes toward career and professional development.

We recognise that maintaining positive mental health is more than the absence of mental illness or psychological injury. We support our employees to pursue positive mental health - a state of wellbeing in which a person can bring to life their unique potential, cope well with normal day-to-day stressors, work effectively and productively, and add value to their immediate and broader environment.

We are proud of our Health and Wellbeing program, in particular our focus on supporting the mental wellbeing of our employees and modeling a leading practice approach in this area.

## We have a commitment to best practice approaches

As a safety regulator, we also recognise our responsibility to identify and demonstrate better ways for organisations to support employee health and wellbeing and manage the challenge of workplace stress and associated risks.

At WorkSafe we proactively collaborate with expert providers who understand the importance of a balance between the promotion of positive mental health and support to reduce the risk and impact associated with mental illness and psychological injury.

## We are supporting our people during a time of change and transition

As WorkSafe prepares to relocate its head office to Geelong, we are committed to supporting our employees through the transition period. Our Health and Wellbeing offering is one way we can help our people maintain a sense of balance and belonging during this change.

**Cheryl Woollard**  
**Executive Director, Human Resources & Change Management**

**“Health is a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity”**

**WORLD HEALTH ORGANISATION**



# An integrated approach to Health and Wellbeing

- › EAP
- › Peer Support
- › Critical Incident Support
- › EEO Contact Officers
- › Internal Facilitator
- › Injury Management & RTW Support
- › Case Management Wellbeing Support
- › OHS policies and procedures
- › Conflict resolution
- › HSRs and HS&W Teams

- › Physical Wellbeing Program
- › Consultative mechanisms
- › Professional Supervision Pilot
- › Wellbeing specific information, instruction, training
- › Staff social club
- › Volunteering
- › Vacation care
- › Healthy Heart Checks
- › Flu vaccines
- › Discounted health insurance
- › Fruit drops
- › Weight loss support
- › Changing Gears program



- › Vision & Mission
- › Organisational Values
- › Healthy Workplace Behaviours
- › Personal & Career Development
- › Leadership Development Framework
- › Flexible Work Options
- › Reward & Recognition
- › Pay & Benefits
- › Staff Induction
- › Diversity Commitment and Strategy

# Promoting Organisational Health

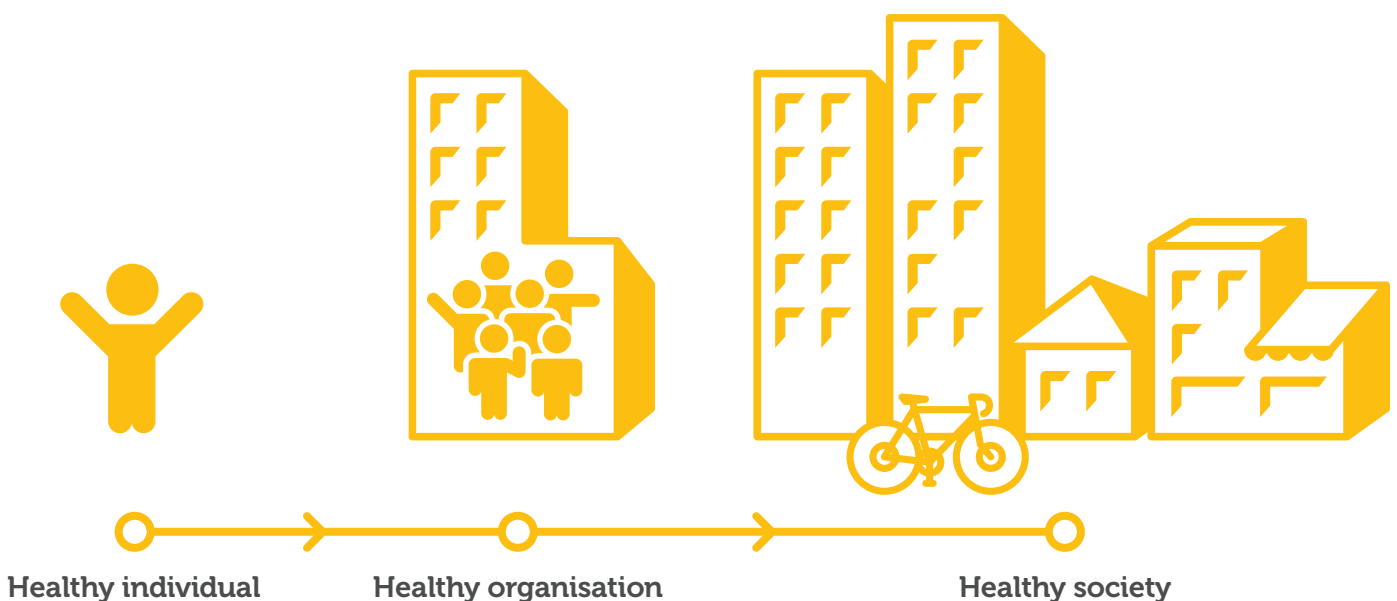
Our **feelinggood@work** program aims to make our employees' journey at WorkSafe a positive, engaging, healthy and meaningful experience. We do this through promoting career development, encouraging a community-based mindset, supporting employee wellbeing and rewarding the great work our people do. We track our effectiveness and actively seek employee feedback on how they feel and the health of our organisation through our annual Employee Opinion Survey. In particular, through the measure of Sustainable Engagement.

Social connections, family commitments and work-life balance are supported through our benefits and programs including:

- **Social Club** – barbecues, Family Days and our famous Christmas events are just some of the great benefits of joining the Social Club
- A great range of **flexible work options**
- **Volunteering** – in teams or as individuals, employees can access paid leave to support the community
- **Vacation Care Program** – at our head office we offer an on-site school holiday program for children of WorkSafe employees.
- **Changing Gears Workshops** – advice for planning a wellbeing-based transition to retirement.

**“WorkSafe takes a holistic approach to reach out to every employee to encourage participation in a variety of fun activities and information sessions that are created for our benefit”**

LUKE HICKEY, WORKCOVER & OHS ADVISOR







## Physical Health

WorkSafe's Health and Wellbeing program comprises free or subsidised activities to support our people to actively manage their physical health. Rebates for gym memberships, glasses and great deals on health insurance are also offered to help our people save money on general health needs.

### Physical health initiatives

- › **Fitness Squads** – qualified fitness trainers run sessions onsite, at a number of our offices for only \$50 per term
- › **Walking Group** – we have group walking sessions with a personal trainer
- › **Yoga** – onsite yoga sessions with a qualified instructor, at lunchtime or after work
- › **Gym Subsidy** – access a \$250 rebate per year on annual gym memberships as well as great special deals with local providers
- › **Swim Passes** – a WorkSafe pass provides free entry to the City Baths
- › **Healthy Heart Checks** – an annual onsite program to help employees manage health risk factors associated with heart disease and diabetes
- › **Flu Vaccinations** – free vaccinations onsite
- › **Fruit drops** – a fortnightly reminder to enjoy healthy snacks at work

**“By getting involved in the Health and Wellbeing program I’ve improved my fitness, lost weight, and met new people who work in different areas of the business. Lunchtime fitness activities also break up the day and reinvigorate the mind and body, when working at a desk all day.**

**Knowing that the organisation supports me to keep healthy and fit, and encouraging employees to get together from all areas of the business away from business as usual activities means we can interact in a fun and social context whilst also benefiting from exercising and mixing with friends”**

**MARISA ADAMS, PROGRAM OFFICER - IMPROVEMENT PROGRAMS**



## Mental Wellbeing

At WorkSafe we help support our employees to function at a sustainably high level and feel emotionally fit – optimising a sense of vitality and happiness and managing stress effectively.

WorkSafe's mental wellbeing strategy aims to foster and promote a positive outlook while also providing traditional, early intervention and support services to reduce mental health risks and consequences arising from negative events and experiences.

Strongly influenced by positive psychology principles, the programs we offer provide our employees with proactive support to build mental and emotional resilience. We also provide responsive help and ready access to expert services and resources. This helps our employees cope with life's stressors arising from work related matters and issues outside work.

**Positive psychology is a relatively new branch of psychology that shifts the focus from what is clinically wrong, to the promotion of wellbeing and the creation of a satisfying life filled with meaning, pleasure, engagement, positive relationships and accomplishment.**

THE BLACK DOG INSTITUTE

### Our Mental Wellbeing offering

- ▶ **Various team based development programs** aimed at promoting positive wellbeing, such as our Professional Supervision Pilot involving 1:1 coaching and group sessions with a psychologist applying positive psychology principles.
- ▶ **Peer Support** – trained Peer Support Officers support our operational field staff when they need someone to talk to at work.
- ▶ **Policies and procedures, training and support** to ensure Equal Employment Opportunity (EEO) and consultation in the workplace, and to appropriately manage risk factors such as bullying and conflict
- ▶ **Critical Incident Response Program** – post-event support for employees involved in critical incidents
- ▶ **Employee Assistance Program:**
  - 24 hour counselling service for employees and their immediate family
  - Manager Support Line
  - Face to face, online or telephone based counselling
- ▶ **Our Internal Facilitator** – independent advice for employees to support an informal approach to conflict resolution
- ▶ Resources allocated to support **early intervention and RTW support.**





## PROJECT PROFILE

# Professional Supervision Pilot

The Professional Supervision Pilot (PSP) is a personalised and proactive **wellbeing program** providing focused consulting support and advice to WorkSafe employees, working in teams with higher potential for exposure to workplace stressors.

Drawing on the **principles of positive psychology**, this program prepares participants to cope with stress, and gives them strategies to **thrive both at work and in life**.

In 2014 WorkSafe commenced a program involving 120 employees titled the Professional Supervision Pilot. All participating employees completed a comprehensive wellbeing assessment and a 'strengths assessment'. Over the coming years, each employee will be provided with regular, independent, one-on-one coaching sessions with a psychologist, to reinforce the application of positive psychology based practices and help manage stress risk factors. Regular group development sessions are used to educate teams and managers. Topics are based on themes arising from the one-on-one coaching sessions.

Through this pilot program, we hope to demonstrate the benefits of a proactive mental health program, utilising positive psychology theory and an evidence-based approach.

As we near the end of the first year of the three year pilot, feedback from participants has been overwhelmingly positive. 92% of participants surveyed reported the program to be beneficial and 96% reported that they found their sessions with a psychologist to be helpful.

**“Mental health is a state of wellbeing in which every individual realises his or her own potential, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community”**

**WORLD HEALTH ORGANISATION 2014 'MENTAL HEALTH: A STATE OF WELLBEING'**



# Safety and Return to Work

As a safety regulator, WorkSafe understands the need for robust, Occupational Health and Safety processes and procedures that take into account the work our people do.

Resources and expertise are allocated to supporting a safe system based approach where risks are identified, and measures are put in place to minimise both the likelihood and consequences of safety related incidents at work. Our safety policies and procedures are supported with employee training and we have strong consultative structures and regular monitoring and reporting in place to ensure continuous improvement.

Where an employee is injured at work, our Injury Management and Return to Work programs support them to recover and return to work.

Our OHS performance is reported monthly to senior management and quarterly to our Board. Our safety management system is audited annually under our Safety Map certification.

## A life saving initiative

Through a consultative process, our OHS Committee organised the installation of defibrillators in all of our office work locations. This involved a systematic approach to raise awareness, train our First Aid Officers and ensure appropriate maintenance of the equipment.

Having this safety system in place, meant that we were prepared and able to respond to a health related emergency situation when it occurred.

Without warning our staff found themselves involved in a critical situation, where their understanding of what to do, training and access to the defibrillator were key factors in the revival and survival of one of our employees.

The hospital's intensive care staff praised our systems and staff with feedback that together they saved a life.

After the incident, WorkSafe was also able to support our employee by working closely with his manager and treating doctor to implement a wellbeing plan to ensure a safe and structured return to full duties.





# WorkSafe Health and Wellbeing

## What next?

Over the coming years, WorkSafe will be focusing on the following three areas to improve our wellbeing program:



**Managing change:** Assisting employees with managing wellbeing during our head office relocation to Geelong. We understand that change can be challenging, which is why we will aim to provide optimum support to all employees to ensure our workplace culture is enhanced rather than diminished through this change process.



**E-mental health:** We will further develop our knowledge of how staff prefer to access information and psychological support and collaborate with industry experts to enhance our offering of online tools and programs.



**Broader Integration of Health and Wellbeing:** Continue to promote an integrated approach to wellbeing, to increase awareness of our strategy and engagement in wellbeing programs. This will include an increased focus on wellbeing promotion in our regional offices and the provision of information and promotional tools to support managers.



[www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

For more information, contact WorkSafe's  
Health Safety and Wellbeing Team.