

How Redland City Council can show positive Health & Safety outcomes from proactively integrating Work Health & Wellbeing into our SMS

Peter Gould ESM – Service Manager WHS & Wellbeing
Safety & Wellbeing Unit – People & Culture Group
Redland City Council



Redlands
c o a s t



Redland
CITY COUNCIL

Who We Are

- Rates, roads and rubbish and all things Local Government
- Around 1000 Employee's
- 600 in office type roles
- 400 in field type roles
- Self Insured for Workers Compensation

What does our Workforce look like?

Age Group	Worker Demographic
16-20 years of age	32 workers
21-25 years of age	58 workers
26-45 years of age	553 workers
46 -55 years of age	321 workers
56 to 60 years of age	123 workers
61 to 65 years or age	84 workers
66 to 70 years of age	11 workers
70 plus years of age	9 workers

Where did we start with Wellbeing?

- About 20 years ago we started to offer our employee's 5 free physio visits per year to address all those aches and pains
- We also wanted to keep small claims out of our Workers Compensation

What have been up to in the last few years?

- Psychosocial Safety Hazard Management Strategy – 2014/2015
- Ageing Workforce Hazard Management Strategy – 2015/2016
- Sedentary Work Hazard Management Strategy – 2016/2017
- Mental Health & Wellbeing Strategy – 2017/2018
- Occupational Health Hazard Management Focus – 2018/2019

Psychosocial Safety

- Developed a Guideline to embed the area into our Safety Management System
- Considered workplace stress factors
- Considered work related violence factors
- Considered mental health and mental illness factors
- Considered workplace bullying and harassment factors
- Considered fatigue related risk factors
- Implemented a “Sensitive Matters” reporting portal

Ageing Workforce

- Developed an Ageing Workforce Strategy
- Introduced age related medicals from 45 years of age and over every 5 years
- Outreach physiotherapy services
- Introduced nutrition & dietician services
- Reviewed our transition to retirement assistance
 - 2 x workshops run, 5 key areas of focus: Ergonomist, Financial Planner, Exercise Physiologist, Dietician, Counsellor
- Treated ageing as just another hazard and increased the profile of work and ageing hazards in our Safety Topic Talks

Sedentary Work

- Developed our Take a Stand Strategy
- Developed a workstation self assessment tool
- Offered workstation assessments with an Ergonomist via hazard report
- Controlled the implementation of standing work stations
- Set up some stretching stations in certain parts of the business
- Set up core strengthen sessions on site
- Talked up walking meetings and standing meetings.....

Mental Health & Wellbeing

- Increased awareness about mental health & wellbeing
- Revisited our HR Case Management Approach
- Brought EAP in house with onsite counsellor
- Engaged local providers for psychology services as part of EAP
- Introduce outreach services with Counsellor running Tool Box Talks and Employee Support Services at more remote locations
- Introduced Mental Health First Aid Course
- Attempted to introduce a Peer Support Program.....
- Keep promoting our Sensitive Matters Reporting Portal
- Introduced our Financial Wellbeing Program

Occupational Health

- We needed to address Health & Fitness for our confined space workers
- We have focused more on occupational related immunisations
- We have refocused on respiratory health monitoring
- We also used this period to look at where we had been with our program and where we needed to go next

Our Planning Approach

- We have always made it about what Hazards are effecting our organisation and this has been our business case for Wellbeing
- We have focused on the demographics of our workforce to tailor our program
- We have made our WHS Committee's our Wellbeing Committee as well..... Kept it subtle!
- We have used our HSR's as our Wellbeing connection to the workforce..... A subtle way of having Wellbeing Champions
- We have had an unofficial Wellbeing Working Party by keeping lines of communication open with our engaged workers and our Wellbeing Contractors

Our Implementing Approach

- We have always taken a holistic approach to Wellbeing
- We think the Total Worker Health Agenda has a lot to offer a Program
- Ongoing Review each 12 months is important for ongoing successful implementation of your program
- Having a link to the reduction of the impact of chronic disease is the key, as chronic disease impacts on your workforce and should be on your risk register
- If we cannot manage a risk we likely don't even consider it !!!

Our Evaluation Approach

- We have taken it slow with our Wellbeing Agenda
- We have benchmarked with other organisations & third party experts
- We have worked closely with our workforce – you have to listen!!
- We have kept it real because that the key – you need the why!!

Our Wellbeing 360 Assessment told us

- Our Overall Wellbeing for the Council was rated at 76%
- Our Mental Wellbeing for the Council was rated at 85%
- Our Physical Wellbeing for Council was rated at 67%
- Our Social Wellbeing for Council was rated at 81%
- Our Work Wellbeing for Council was rated at 77%

Our Key Numbers from this Evaluation were..

- 1 in 2 Council Workers were insufficiently active
- 2 in 3 Council Workers don't get enough sleep
- 1 in 4 Council Workers could improve their mental wellbeing
- 1 in 3 Council Workers could benefit from improving connectedness
- 3 in 5 Council Workers are not fully engaged
- 1 in 3 Council Workers don't have a sense of control over their work

So our current program of offerings is

- Yoga – 4 week blocks at employees cost
- Mindfulness Course (1hrs sessions over 4 weeks) at employees cost.
- Physiotherapist: 5 free visits per financial year, mobile physio
- Massage – various locations at employees cost
- Core Fitness Classes – Tuesday mornings & afternoons
- Warm up to Work Fitness Training – Thursday mornings
- Employee Assist Program: Onsite Counsellor (5 free visits per financial year), Outreach Counsellor, Offsite Psychologist, (5 free visits per financial year)
- Dietician/ Nutritionist (fortnightly basis, 3 visits per financial year & group sessions)
- Ergonomic Support Services

Program offerings continued

- Non-work related return to work rehabilitation services
- Financial Wellbeing information program: 12 module monthly course, Tax accountant services (at employees cost)
- Mental Health training courses: Mental Health First Aid, Mental Health at work (employees), Mind Your Mental Health (Supervisor/ Manager)
- Vaccination program: flu vaccinations, occupational related program
- Assisted skin checks
- Safety Topic Talks
- Health @ work booklets
- Mobile Blood Bank visits

Some things to focus on

- Identify and examine the impact of changes in your worker demographics on worker safety, health and wellbeing
- Improve the safety, health and wellbeing of workers with non standard work arrangements in place
- Address the emerging health and safety implications of advancing technology
- Reduce the work organisation-related chronic health conditions among your workers
- Decrease the burden of shift work. Long hours of work and sleep deficiency
- Improve the safety, health and wellbeing of workers through healthier work design and better organisational practices
- Promote a sustainable work and non work interface

Thank You.

- Good Luck
- Keep it Real
- Look around at what others do and how they do it
- The Tool Kit will give you the Framework you need to develop your Program
- If I can help – peter.gould@redland.qld.gov.au