



Wellness at Work

- 13 September 2017



Program

- Introduction & Acknowledgement to Country
- Sponsor presentation – C.ex Group
- Safework NSW Small Business Rebate
- Putting the “H” back into WHS
- Create a healthy & productive workplace via effective & inclusive communication
- Sponsor presentation – The Professional Centre
- Networking & preview of exhibition stands
- Employee Assistance Programs
- What is /is not Bullying & Harassment
- All Your Well-Being Questions Answered – Panel
- Wrap up and close



Venue Facilities Sponsored by:





Supported by:



SafeWork NSW

Work Health and Safety best practice community and resources



Putting the 'H' back into WHS

- Jim Kelly – Director of Health and Return to Work Safe Work NSW



PUTTING THE H BACK INTO OH&S: A SAFEWORK NSW PERSPECTIVE

Jim Kelly, Director, Health and Return to Work

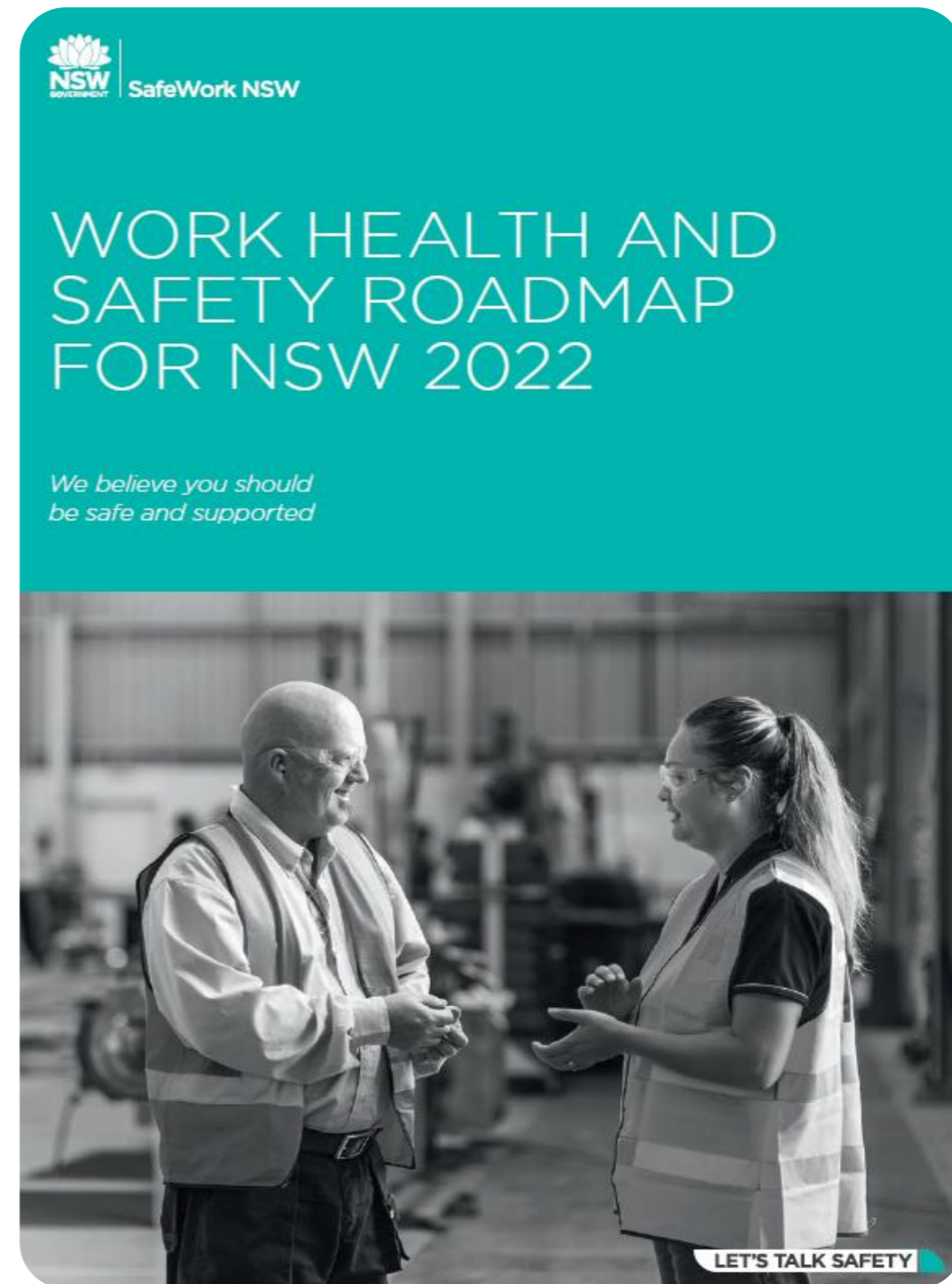


SafeWork NSW

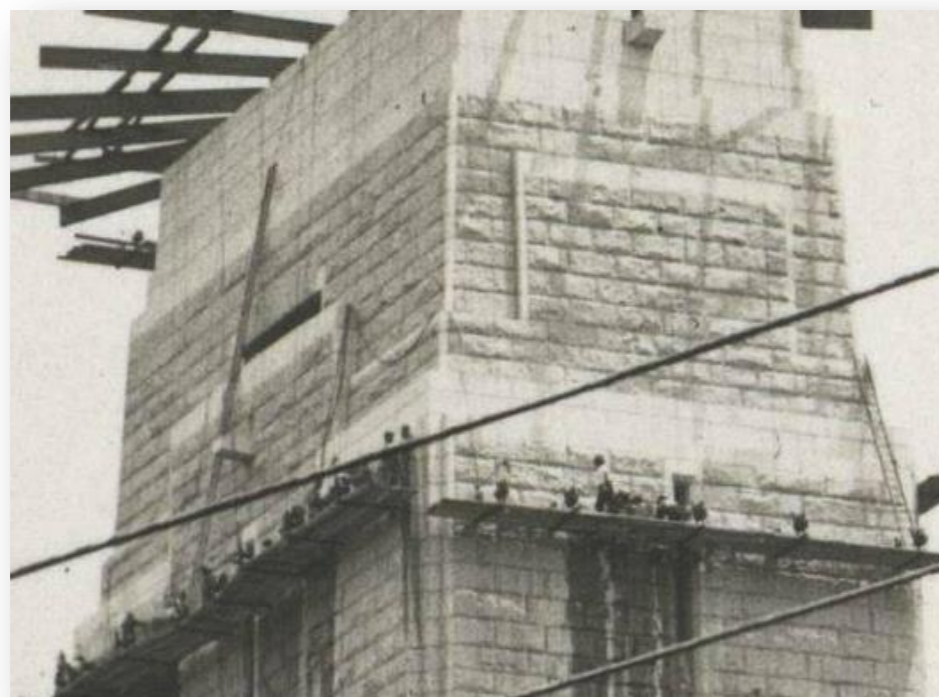
LET'S TALK SAFETY

SAFEWORK NSW

Our vision:
Healthy, safe and
productive
working lives



WE'VE COME A LONG WAY...



Safety data sheets
prosecution
Regulation
supply chains duty of care
PPE consultation
explosives SOP
WHS Act legislation
COMPLIANCE
registrations plant Hazard HRW
Risk assessment
PCBU Duty prohibition notices
SWMS improvement notices
enforcement safe design notifications
licensing hazardous chemicals

WordItOut

IN NSW:

60 - The number of worker fatalities in NSW in 2015

30,902 - The number of workplace injuries and illnesses in 2015/16

\$17.3 billion - The economic cost of work related injury and illness
in 2012/13

219,699 weeks – Total time lost as a result of a major
workplace injury in 2013/14

WELLNESS AT WORK

Approximately
one third of adult life is spent
at work

3.8 million
workers employed in NSW

Workplace factors have
a significant impact on
the health of a worker,
and in turn their
families and our
communities

The **World Health Organisation**,
Australian Government and many
State Governments have identified
the [workplace as a priority setting for
health promotion.](#)

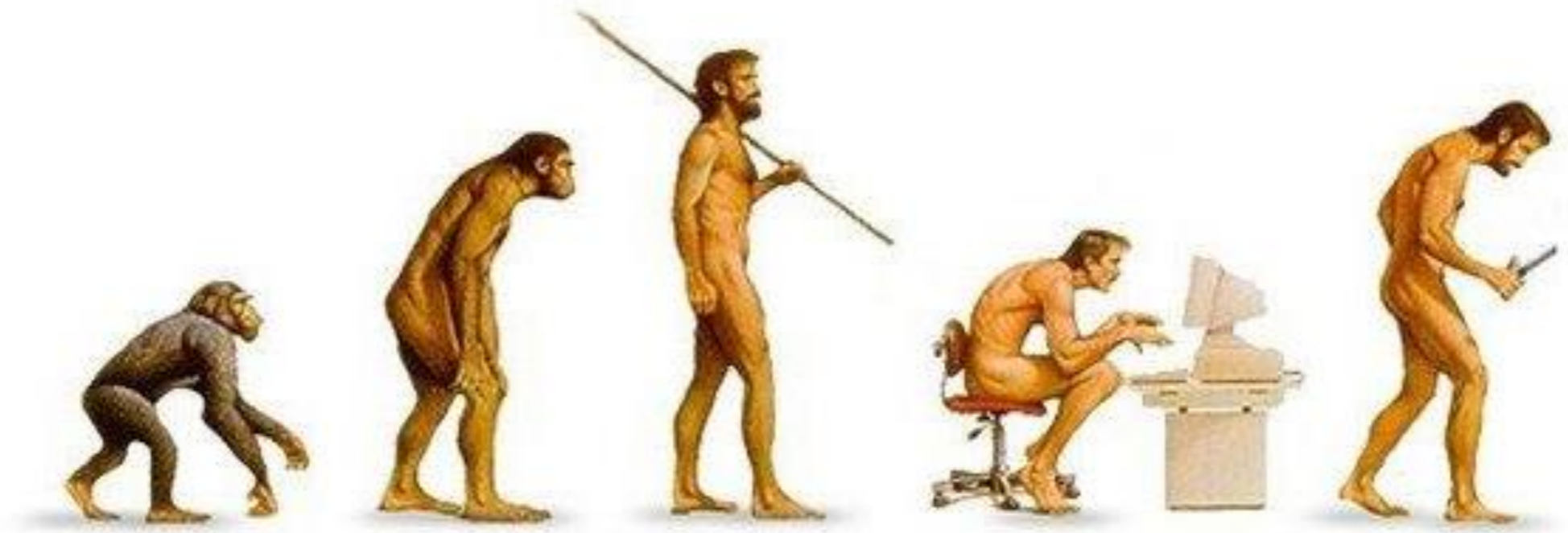
Workplace Health Continuum Model



**Adapted from Merv Neal's Health Continuum Model*

absenteeism
mental health disease
fatigue
recruitment culture
reputation
IR
costs & impact
lost productivity claims
mental stress poor health
illness anxiety HR training
presenteeism
employee turnover

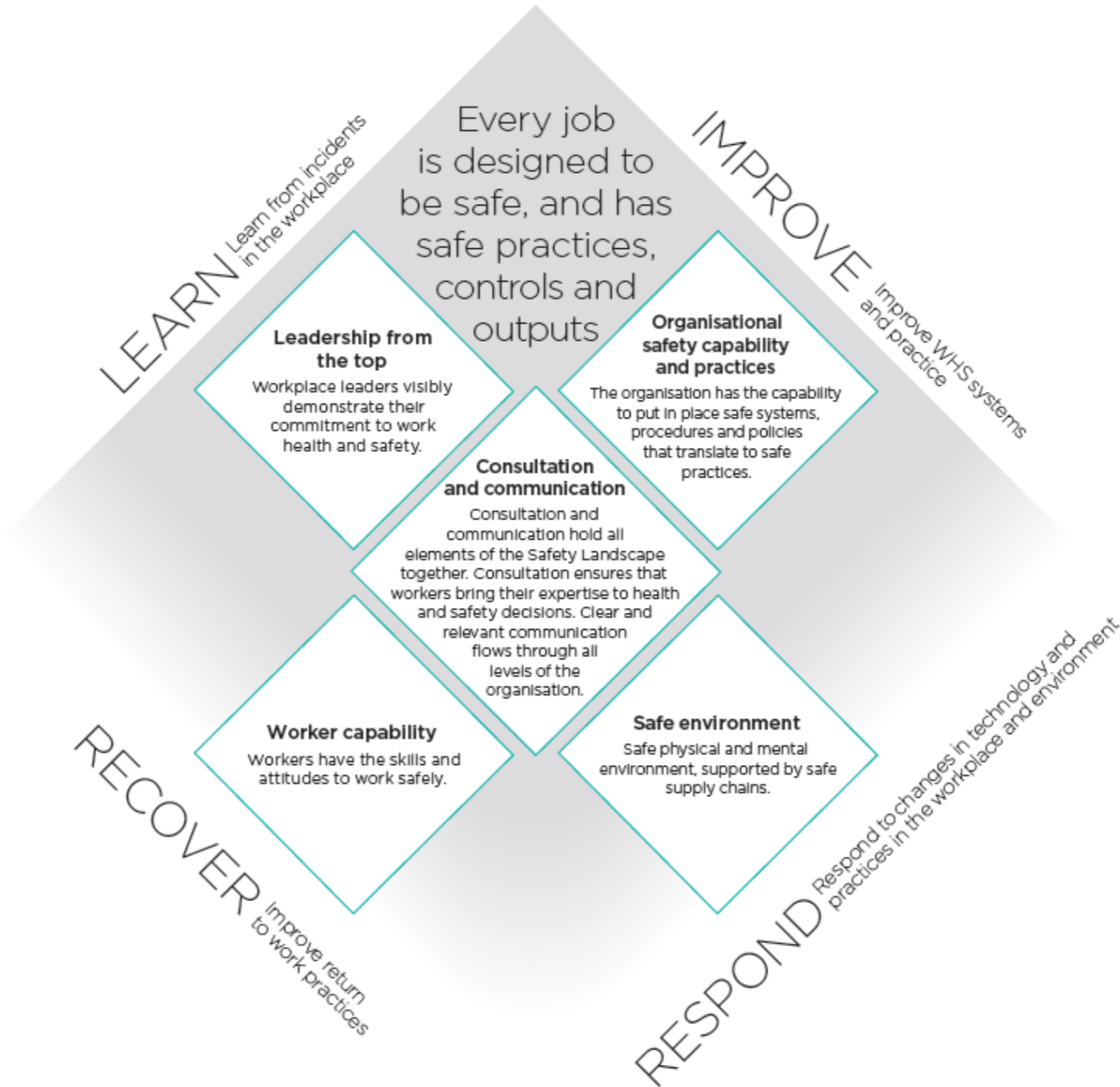
WordItOut



staff engagement safety
ROI reputation
personal satisfaction retention
wellbeing loyalty
prevention cost reduction
Safety climate
culture productive collaboration
health happy customer satisfaction
integration improved performance
recognition morale
competitive advantage safe

WordItOut

SAFEWORK NSW HEALTH AND SAFETY LANDSCAPE



SAFEWORK NSW HEALTH AND SAFETY LANDSCAPE



Safe environment

Safe physical and mental environment, supported by safe supply chains.




get healthy[®]
at work

LIDO GROUP CASE STUDY





an initiative of  BLUEARTH



MAKE
HEALTHY
NORMAL

People at Work

Jim Kelly
Director, Health and Return to Work

Contact me on LinkedIn or via email at
James.Kelly@safework.nsw.gov.au



Create a Healthy & Productive Workplace via Effective and Inclusive Communication

- Becky Cole – CHYFM



Catering Sponsored by:

An advertisement for miConcierge. It features a small dog wearing red sunglasses sitting in a red and white striped chair. The text on the left reads 'MEETING ROOMS AND SERVICED OFFICES IN COFFS HARBOUR CBD'. On the right, it says 'THE Professional Centre PARK AVENUE' and 'CALL 02 6659 2000 THEPROFESSIONALCENTRE.COM.AU'. The miConcierge logo and contact information are on the far right.

MEETING ROOMS AND
**SERVICED
OFFICES**
IN COFFS HARBOUR CBD

THE Professional
Centre
PARK AVENUE

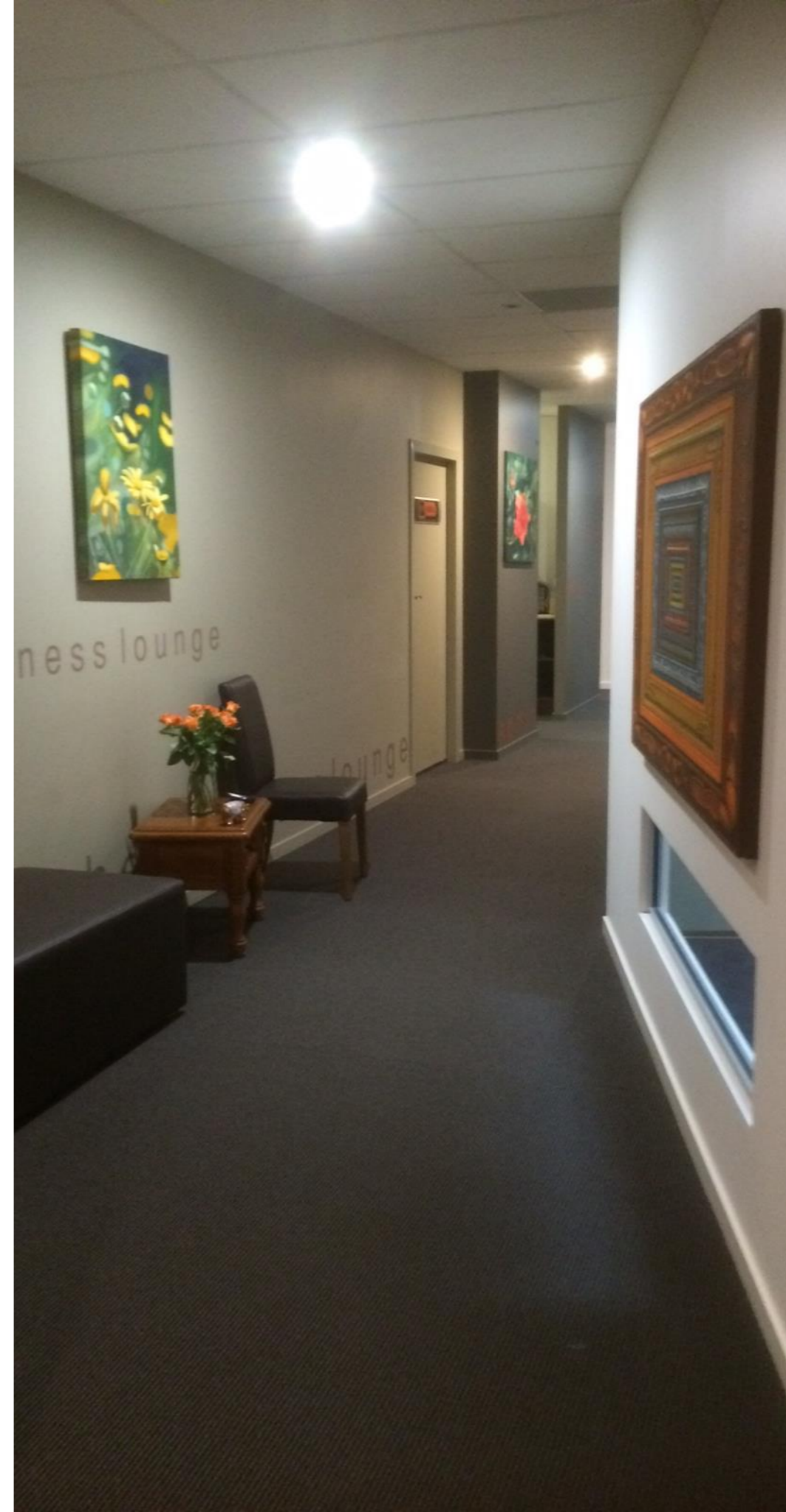
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Work Health and Safety best practice community and resources

THE PROFESSIONAL CENTRE

.....
9 Park Avenue,
COFFS HARBOUR





SERVICES OVERVIEW

- Virtual Office
- Suite Hire
- Permanent Serviced Office Space
- Conference Room Hire
- Catering



VIRTUAL OFFICE

- Professional Coffs Harbour Address
- Professional Front of House
- Mail Service
- Coffs Harbour Phone Line
- Personalised Telephone Answering Service



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- 8.30am to 5pm Reception Desk
- Serviced Suites
- Unlimited Hi Speed NBN Internet
- Phone Line
- Phone answering service
- Appointment booking service
- Client waiting areas

CONFERENCE ROOM HIRE & CATERING

- Starts from one hour
- Your choice of catering available



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A friendly and professional environment to cater to all your business needs...

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COFFS HARBOUR

6659 2000

tpcparkavenue@gmail.com





Afternoon Tea Networking & Preview of Exhibition Stands



Employee Assistance Programs

- Vanessa Van Zuylen – Rehabilitation Counsellor

Employee Assistance Program

Presenter: Vanessa Van Zuylen
Rehabilitation Counselor

What is EAP?

- Short term focused confidential, advice and support service designed to promote employee well being and business productivity.
- A safe space where employees can address work or personal issues or simply look at how to get the best out of their life.
- Part of an organisations commitment to be an employer of choice for its employees.

Employer of Choice; Example of Job Ad

Rewards and Recognition:

- If you're looking for somewhere to pursue your passion, apply your initiative and make a difference you could benefit from:
- Supportive corporate culture and working environment
- Employee Assistance Program providing counselling services

Why use EAP?

- Assist to improve the mental health of the work force
- Access preventive and proactive interventions for the early detection, identification and/or resolution of both work and personal problems that may adversely affect performance and wellbeing.
- Increase productivity
- Reduce absenteeism and turnover
- Improve morale

Why use EAP?

- Prevent potential workers compensation claims
 - Hargrave (2008) found that with typical EAP for every \$1 spent for the program, there is an expected return of between \$5.17 and \$6.47

When to access EAP

- EAP can be useful in addressing a wide range of issues:
 - Conflict at home or work
 - Relationship difficulties
 - Managing change
 - Anxiety or depression
 - Threatening incidents
 - Work related issues
 - Stress and pressure
 - Grief and loss
 - Drug or alcohol issues
 - Gambling or addictions

Assisting managers

- EAP can also play a valuable role in supporting Managers through complex people situations
- EAP enables Managers to support their staff when performance or well being is affected by:
 - Critical incidents/ Trauma
 - Bullying or workplace conflicts
 - Performance management processes
 - Personal issues

Who assists?

- Recovre Psychologists are:
 - Experienced in dealing with a range of issues
 - Knowledgeable in assisting employees to manage personal and work commitments
 - Registered with the relevant accreditation body
 - Committed to achieving short term focused outcomes and practical solutions

Employee Assistance Program

- Key Features of a program:
 - Confidential counselling, support or professional advice
 - Invoices do not have the employee name identified
 - Free service to employees
 - Integral component of an employee's human resource management system
 - Accessed directly by the employee via an appointment line

Questions and thank you





What is/is not bullying and harassment

- Nicole Yates – Greenlight Human Capital



BULLYING & HARASSMENT AT WORK, AND HOW MEDIATION CAN HELP

- What is, and is not bullying and harassment?
- What workplace/organisational traits contribute to the increased likelihood of bullying claims?
- The impact of bullying and harassment
- What can you do to prevent or stop bullying and harassment?
- What is mediation and how can it help?





BULLYING AT WORK ?

Role Play – Meg – Project Co-ordinator

Sue – Manager

Four role play scenes over three separate days. Can you observe any traits of bullying or harassment?



DEFINITIONS

SAFE WORK NSW – *Workplace bullying is repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety*

AUSTRALIA FAIR WORK ACT – A worker is bullied at work if:

An individual; or group of individuals; repeatedly behaves unreasonably towards the worker, or a group of workers of which the worker is a member; and that behaviour creates a risk to health and safety.



HEALTH is defined in the WHS Act as both physical and psychological – impact of being bullied or accused of bullying, results in very similar health consequences.

REPEATED BEHAVIOUR refers to the persistent nature of the behaviour, and can involve a range of behaviours. No specific time period is given. Generally begins with low level bad behaviours or conflicts and ends with isolation and active destruction of the target.

UNREASONABLE BEHAVIOUR means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

A single incident of unreasonable behaviour is not workplace bullying, however it may be repeated or escalate, so should not be ignored.



TYPES OF WORKPLACE BULLYING

- Downward bullying – Manager to worker
- Sideways bullying – Colleague to colleague
- Upwards bullying – Worker to manager
- Mobbing – group bullying towards one person
- Predatory bullying – enjoys it just for the sake of it
- Initiation and ritual bullying
- Normalised behaviours (institutional bullying)
- Cyber bullying



What is the difference between bullying, Harassment and discrimination?

Harassment

Harassment is any form of behaviour that is offensive, intimidating, humiliating or threatening AND that is done because you have a particular personal characteristic, like being gay, or coming from another country, or having a disability.

Bullying

Bullying at work is when a person or a group of people repeatedly act unreasonably towards you AND their behaviour creates a risk to health and safety.

Discrimination

Workplace discrimination is when someone treats you differently (not just meanly) at work based on a particular personal characteristic, like being pregnant or having a disability. For example, it would be discrimination if you don't get a promotion just because you have a disability.



WHAT IS **NOT** BULLYING?

- bullying behaviour that is a one-off occurrence
- behaviour that does **not** create a risk to health and safety
- genuine differences of opinion or approach (workplace conflict)
- reasonable management action carried out in a reasonable manner.
- Unlawful discrimination and sexual harassment – unreasonable behaviour may be unlawful discrimination or sexual harassment, which by itself, is not bullying



Reasonable management action taken in a reasonable way

The definition of 'reasonable' requires an objective assessment in the context of the circumstances and knowledge of those involved at the time. However, a court could consider the following examples as reasonable management action:

- Deciding not to select a worker for a promotion where a fair and transparent process has been followed
- Informing a worker about unsatisfactory performance in an honest, fair and constructive way
- Informing a worker about unreasonable behaviour in an objective and confidential way
- **See Guide for Preventing and Responding to Workplace Bullying (Safe Work Australia – guide at Greenlight Human Capital table) for further examples**



What aspects of a work environment may increase the likelihood of workplace bullying?

- Work roles and reporting structures that are ambiguous
- High level of work stress
- Significant change
- High workload or too low workload, unrealistic targets
- Inadequate training (including policies and procedures)
- Job Insecurity
- High demand/low control jobs
- Unpredictable management style
- Social climate



What can you do to prevent or resolve issues?

- Identify unreasonable behaviour and situations early
- Have a workplace bullying policy and make sure all staff understand it, know how to action it, and know the consequences for not following it
- Model respectful behaviour at all times
- Promote positive leadership styles by providing training for managers and supervisors
- Clearly define jobs and seek regular feedback from workers about their roles and responsibilities
- Communicate clearly about changes and keep staff informed of progress. Where possible, offer opportunities for them to be part of the change process
- Mediation
- FWA – Order to Stop



When issues can not be resolved at a team level....mediation can help

- Mediation is a structured negotiation process in which a professional Mediator assists the parties to identify and assess options and negotiate a mutual and manageable agreement to resolve their dispute. Mediation is an empowering tool which keeps the decision making with the parties, to help them maintain control of the outcome and avoid an outcome being imposed on them via a litigation process. It is a voluntary and confidential process, as far as the law allows.
- Process of Mediation – Pre-mediation, assess suitability for mediation, Mediation



BENEFITS OF MEDIATION

- Reduce long term stress
- Early intervention to restore staff morale
- Saves time and money
- Resolves issues discretely
- Reduces workplace disruption
- Helps preserve relationships
- Stronger compliance with agreed outcomes
- Reduces the likelihood of a Workers Compensation claim



Help and Resources

- For reporting of bullying and harassment which has not been able to be resolved through internal intervention and mediation:
 - Safe Work NSW
 - Fair Work Commission – application for an order to stop bullying - <https://www.fwc.gov.au/content/rules-form/application-order-stop-bullying>
 - If bullying is discriminatory contact the Australian Human Rights Commission or Anti-discrimination authority in your State



References:

- GUIDE FOR PREVENTING AND RESPONDING TO WORKPLACE BULLYING – Safe Work Australia
- Conflict Resolution Quarterly, Practice Note: Is Mediation Suitable for Complaints of Workplace Bullying? Moira Jenkins
- International Journal of Workplace Health Management, Consequences of being accused of workplace bullying: an exploratory study, Moira Jenkins, Helen Winefield, Aspa Sarris
- Resolution Institute, Mediating workplace bullying complaints
- <https://www.fwc.gov.au/content/rules-form/application-order-stop-bullying>
- <https://www.legalaid.vic.gov.au/find-legal-answers/discrimination-harassment-and-bullying/workplace-bullying-and-discrimination>





All your Well-Being Questions Answered

- Host – Duncan Marchant – Proprietor, Coffs Coast Health Club
- Panel: Aaron Hardaker – Physiotherapist, Mid North Coast Physio, Nicole Press - Physiotherapist, Konekt, Linda Wells – Workplace Health Educator, Well Represented, Jim Kelly Safe Work NSW, Becky Cole – Station Manager CHYFM



Thank you & close