

Employee Wellbeing: Are you managing the risks?

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CITY OF NEWCASTLE

What is Employee Wellbeing?

Describing Wellbeing

How you feel about yourself and your life

- ✓ **Acting Well** – being able to act effectively and in accordance with your personal life values
- ✓ **Being Well** – thinking clearly while being in touch with your emotions
- ✓ **Connecting Well** – having strong, meaningful and fulfilling relationships with others



The ABC's of wellbeing describe the aspects in our lives that contribute to our overall sense of wellbeing

Wellbeing and risk considerations

- ❑ Building a *wellness culture* – are our colleagues OK?
- ❑ Legal obligations and exposures of *HR risk*
- ❑ Challenge of employee psychological security
- ❑ Practical implications of COVID-19 – employee safety
- ❑ Wellbeing practice and audit compliance



Building a wellness culture



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- ❑ Understanding the workforce demographic, health and functional role diversity
- ❑ Personalising care, health and wellbeing – builds trust
- ❑ Leadership – *connection is personal*
- ❑ Communication, change and expectation
- ❑ Promoting services that are accessible and available
- ❑ Growing your networks
- ❑ Connection + wellbeing > risk knowledge



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Legal obligations – HR risks

- ☐ Workplace Safety – duty of care
- ☐ Illness and injury management and protections
- ☐ Cyber security, privacy and fraud
- ☐ Discrimination – age, medical conditions child or family care responsibilities
- ☐ Productivity – turnover, absenteeism, job satisfaction, performance
- ☐ Branding and reputation - workforce



Psychological Security

- ❑ Risk management approach – *identify, assess, control, monitor and review*
- ❑ Draft code of practice (Safework NSW)
- ❑ Psychosocial hazards – psychological health
- ❑ Trends – reading the play
- ❑ Awareness, Education, Support, Commitment
- ❑ Integrated and systematic response
- ❑ Redesigning workplace environment



Practical implications of COVID-19



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- ❑ Global impact – national planning – state action – local response
- ❑ Preparation – level of readiness
- ❑ Diverse individual responses – economic resilience
- ❑ Changed the way we work and our BAU expectations
- ❑ Challenged our resilience and employee wellbeing
- ❑ CN's Response and Recovery – all about 'Our People'
- ❑ Wellbeing - Communication - Connection

tion | Respect | Excellence | Wellbeing

ck in to your work location

Update Check-ins

*Location

--Select--

*Role

--Select--

*Name

Work location

Admission/Entry

Access/Entry

Benefit/Entry

Health/Entry

Support
services

COVID-19
Employee Wellbeing
Information Pack

NHS.uk

Our People

Keeping our workforce and families healthy and well is at the top of our minds right now as the coronavirus (COVID-19) continues to generate an impact on us all.

- Our **Wellbeing Information Pack** is to support our workforce and their health and wellbeing.
- Our **Crew Check-In** app is designed to support a safe working environment.

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Key Elements to our Planning

ANALYSIS

- ✓ Business Continuity
- ✓ Legislation & Technical Development
- ✓ Planning & Reporting
- ✓ Workforce Planning
- ✓ Critical Decision Making
- ✓ Communications
- ✓ Wellbeing



BUSINESS CONTINUITY PLAN MARCH 2020

Governance: Legal
Risk Management and Audit

			Secondary	Phone	Mobile	Backup Resources		
	2006	0452 232 816	Joanne Jaeger	02 4974 2041	0400 660 626	Jade Nicholas Andrew Jeer Tegan Collison	12	
	and	4974 2877	0421 968 319	Nick Karer	4974 5058	0411 485 205	Therese Ferry	
	Joone	4974 2129	0499 945 181	Amanda Williams	4974 2133	0412 414 057	Kate Jeffery 0469 537 168 Angela Jones Brendan Lloyd	8.1 4 4
	gtt Moore	4974 2129	0499 945 181	Michael Cherry	4974 2310	0439 703 435	Annette Murray	2 5
	ant Hilgard	4974 2296	0400 745 100	Lisa Ollerton	4974 2213	0421 898 396	Emily Kolatchev	2 2
	A Godfrey Smith	4904 3946	0409 222 803	Matt Connock	4904 3344	0413 837 824	Jemma Gosper	7 8.8
	Ashlee Abbott	4974 1310	0423 740 360	Nathaniel Beaverton		0438 685 134	Simon Massey	10 10
	Alex Goodwin	4974 2019	0401 423 338	Cassandra Chetty	4974 2674		Scott Moore	2 2
	Ashlee Abbott	4974 1310	0423 740 360	Kelly Awnott	4974 2825	0413 778 913	Natalie Pheasie	2 2
	ter McMurray	4974 2813	0435 084 271	Liz Mitchell	4974 2121	0418 236 806	Darren Green-ROADS - 0459 239666 Kerrene Judd - ENVIRONMENT 0400 429 393 Bennett Lovell Asset - STORMWATER 0401 403984	1 1
	McKellar	4974 8010	0431 941 977	Keith McKellar	4974 6044	0422 819 580	Ken Liddell	7 9
	McKellar	4974 2253	0407 250 430	Kieran Burke	4974 6028	0407 499 725	Matthew Hardy	17 14

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Wellbeing Programs

COVID-19

Wellbeing
Information Pack



Our Community

Recognising the COVID-19 significant impact on the community wellbeing and local economy CN developed:

- ✓ The **Community Wellbeing information** pack to support the general health and wellbeing of the community and help connect people to the services they might need.
- ✓ In collaboration with a large and diverse team across the City of Newcastle, the City developed a **three-phase stimulus package** in response to COVID-19 for the economy of Newcastle.



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Wellbeing Programs



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Communications

City of Newcastle (CN) has maintained a strategic focus on COVID-19 communications since a pandemic was declared by the World Health Organization 11 March 2020

Wellbeing
No. 1 priority

Communications

and Rates Flyer

City of Newcastle
2,000 interviews
during the last week
leading to COVID-19
at the time of the
flyer. The quarterly
report included a page
with a message from the
Mayor and highlighted the
economic Resilience
Package and the expanded service from
11 libraries with a distribution of
200 copies.



al Website

16,000 visitors (a 40% increase in
visitors to the website)

Over the 60 day period there were
160k visitors (+40%)
to our website viewing our
525k pages

COVID-19 Communications Report

11 April to 10 May inclusive



Intranet

There has been a continued increase in usage of the Intranet during COVID-19 with 47% additional views compared to the 60 days prior to COVID-19. The bulk of these are to the homepage and the dedicated COVID-19 information page. Initially there was a dramatic spike in pageviews to the IT operations page with staff implementing working from home. In the last 30 days the #1 Wellbeing information page had the highest number of views.

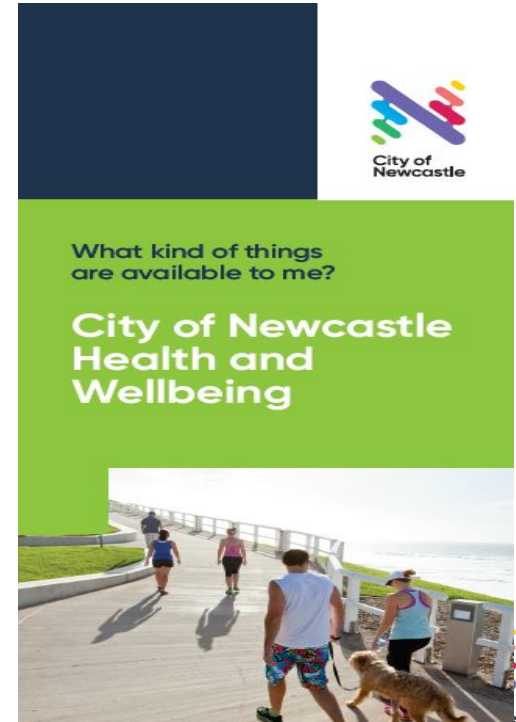
Over the 60 day period there was a
20% increase
(47,192) in intranet traffic, with over



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Wellbeing and Audit

- ☐ How committed is the organisation to wellbeing?
- ☐ Does the organization's culture support wellbeing?
- ☐ Does the Executive and Leadership team sponsor wellbeing?
- ☐ How are employees doing and feeling in relation to Health and Wellbeing?
- ☐ Are current wellbeing programs valued by employees?

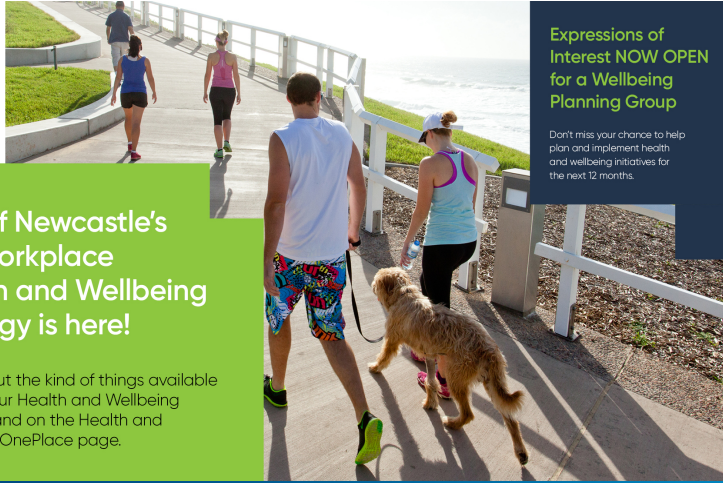


Wellbeing and Audit



- ✓ 619 workers participated on the Wellbeing Survey
- ✓ 300 people consulted during the project
- ✓ 60 volunteers on wellbeing focus groups
- ✓ 13 wellbeing 'Big Issues'
- ✓ 5 wellbeing themes:
 - ✓ physical
 - ✓ social
 - ✓ financial
 - ✓ mental
 - ✓ work
- ✓ ELT sponsorship and Leadership support





Expressions of Interest NOW OPEN for a Wellbeing Planning Group

Don't miss your chance to help plan and implement health and wellbeing initiatives for the next 12 months.

City of Newcastle's first workplace Health and Wellbeing strategy is here!

Read about the kind of things available to you in our Health and Wellbeing brochure and on the Health and Wellbeing OnePlace page.



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Health and Wellbeing Strategy

2020-2025



newcastle.nsw.gov.au



What kind of things are available to me?

City of Newcastle Health and Wellbeing



Employee Wellbeing: Are you managing the risks?

Questions

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