

APRIL 2024



A POSITIVE WORKPLACE AT WESTERN HEALTH



IN THIS ISSUE

- *EMPOWIR*
- *Peer Support*
- *Psychological Safety*
- *What's Happening*
- *Helpful Tips*
- *Manager Assist Promotion / EAP*

EMPOWIR UPDATE

EMPOWIR is our employee positive workplace issue resolution process. It is a system that is designed to work with individual employees confidentially, to help them determine how they would like workplace issues resolved.

Issues tend to relate to behaviours that are witnessed or experienced; behaviours that may seem unkind, rude and or inappropriate.

It is an informal process, so no judgement is made about who is right or wrong, there is no record kept on personal files, and as far as possible, issues raised, the person raising the issue and the person the issue may be about, is kept confidential.

It is designed to empower our employees, to provide them with a voice, and not to apportion fault or blame. If the process is followed to the end, a mediated conversation occurs where in most cases, there is agreement for the behaviour to stop.

EMPOWIR is a process facilitated by volunteer contact and resolution officers who are typically from different work places at Western Health. Our contact and resolution officers are carefully recruited and trained and are trustworthy.

Contact officers are there to listen and explain the options you have and can choose from.

If you determine you would like to go further and have your issues mediated, generally, your contact officer will refer you to a resolution officer. You may choose to go direct to a "One Stop" CO/RO person, too, if you are comfortable with that.

If you would prefer a different contact process, you can email pwic@wh.org.au and we will put you in contact with the best person.

***REMEMBER, THE BEHAVIOUR YOU WALK PAST
IS THE BEHAVIOUR THAT BECOMES PART OF OUR CULTURE.***

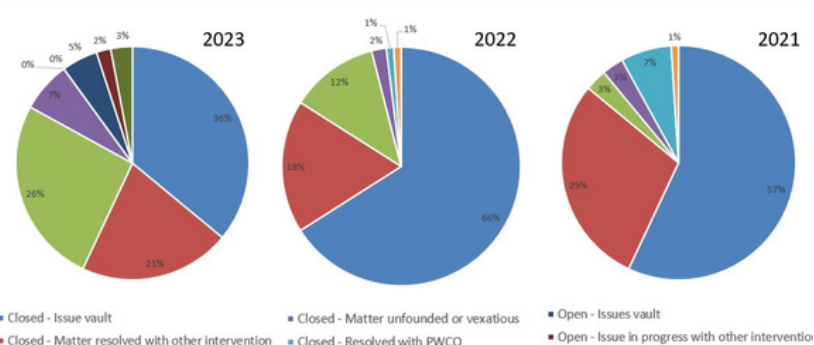
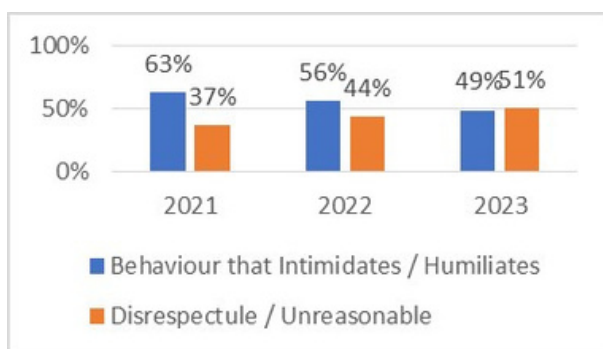
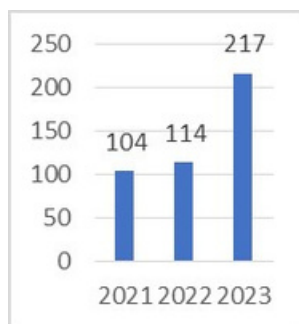
Keep reading, you'll find EMPOWIR data, more on our Peer Supporters, helpful tips and what's coming up. Don't forget to reach out us on WellbeingSupport@wh.org.au if you want any more information.

What is a Contact Officer Used For?

According to one of our original Contact Officers, James Douglas, who has been a Contact Officer since the launch. He says the main reasons someone would use the EMPOWIR process would be ;

- It is occasionally just useful to have someone hear your story and hear what is going on at work and that can be a valuable experience, having someone to listen.
- Sometimes you don't know what your options are, and it can be useful to speak to someone who can explain what the options are in the EMPOWIR process for you.
- It can be useful if you know what you want to do, and we can navigate you through the system to help you get what you are looking for.

EMPOWIR DATA



CONTACTS OFFICERS

James Douglas
 Sue Haines
 Khanh Do
 Catherine Grant
 Alex Potter
 Kathryn Cranwell
 Suzie Ristevski
 Bronwyn Menadue
 Katherine Gathercole
 Livia Cremona – Bellizia
 Frank Berardi
 Grace Crowe
 Karen Rog
 Myra Robles
 Val Dibella
 Michaela Allen
 Kellie Tyson
 Tessa Johnson
 Marcus Storey
 Jason Heidrich
 Christopher Weiers
 Rebecca Tivendale
 Mary DeGori
 Chessie Chan

RESOLUTION OFFICERS

Craig French
 Ian Faragher
 Bryan Ross
 Karen Winter

'ONE-STOP' CO/RO OFFICERS

Sean Fabri
 Marianne Phillips
 Craig Frost
 Gordana Popovska
 Ines Tucker

PEER SUPPORTER PROFILE - SUE HAINES



Sue Haines has worked at Western Health for more than 35 years. Her experience has taken her across the health service, through various departments, meeting many people along the way. With a naturally caring nature, it is the perfect match to see Sue as part of the new Western Health Peer Support Program.

Peer Supports are trained to offer informal and confidential support to all Western Health employees and volunteers, with a listening ear and armed with practical support.

“Given the size of Western Health, Peer Support Workers play a really important role. We’re here, we’re accessible, we’re approachable.

“Having been at Western Health for many years, people know me, and I encourage anyone to reach out.

“When people call me, they can be reassured that I’ll listen, it goes from there. Maybe they need someone to just listen, maybe they wanted someone to listen and direct them to the next steps.

“This kind of support is something a lot of people do every day, but in a formalised way. Yes, we’ve done some training, but we support each other every day across Western Health, it’s the way we do it. It’s a community, we support each other.”



Peer Supporter Update

The Western Health Peer Support Program was expanded last September and now has over 30 peers providing support to you, based at most sites.

The Peer Support Program is an initiative where trained employees volunteer their time to provide informal and confidential support to all employees and volunteers who may be experiencing challenges.

These volunteers and the program complement other Western Health employee support services such as the Employee Assistance Program. We see this as an important initiative in further supporting you, our employees; ensuring employee psychosocial safety remains a priority and Western Health is well placed to provide the best support to our people who provide best care.

Anonymous post interaction evaluation collected from employees that have used this service has been very positive, with **100% of employees stating they would recommend this service to colleagues**, the peer supporters responded appropriately to their needs, and they found the service easy to access and useful.

“Having someone who is a great listener to talk to who understands Western Health, I found to be an enormous help.”

Please note the Peer Supporters are available via telephone, zoom or at the sites listed on the [Accessing Support at Western Health page via Westerly](#).

What does the Data Show Us?

In the last quarter of 2023, 10 different Peer Supporters had multiple interactions with staff from Western Health.

10 different departments and 6 different consumers were represented in these interactions, this shows us the service is being used across the Western Health community.

64% of interactions are lasting between 30 minutes and 1 hour with **76% of contact being made either face to face or on-line**.

Please continue to keep an eye out for your peer supporters with their signature blocks and wearing of peer supporter badges both visible.

If you have any queries, please reach out to us at WHPeerSupport@wh.org.au



Tips to Support you in the Workplace

How do you practice self-care?

Self-care refers to the activities, actions, behaviours and beliefs that we undertake with the intention of enhancing and nurturing our mental, emotional, physical, spiritual and social health.

It is not self-indulgence, it is self-preservation. There are a lot of different ways people engage with self-care, including:

- Physical self-care (diet, exercise, physical space, less screen time)
- Emotional self-care (giving and receiving kindness and support, surrounding yourself with positive people and those that care about you)
- Psychological self-care (give attention to things in your control, notice your inner experiences, thoughts and feelings, make time for interests and things you enjoy)
- Spiritual self-care (prayer, meditation, gratitude, spending time in nature, mindfulness)

One last way of practicing self-care is reaching out for support when you need it. This could be a family member, a friend, or a support service.

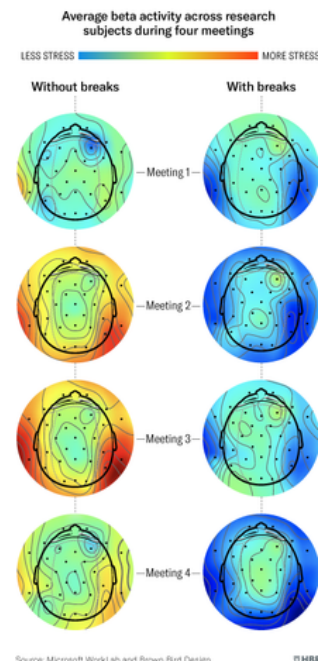


Think you are working well and getting the job done with back-to-back meetings?

Think again!

- Brain stress accumulates during back-to-back meetings when we don't take breaks.
- Back-to-back meetings decrease our ability to focus and engage.
- We're the most stressed during abrupt meeting transitions.

When taking breaks, brainwave patterns revealed positive levels in frontal alpha asymmetry – a pattern responsible for attention and engagement. Without breaks, these levels were negative, indicating that participants were withdrawn, or less engaged.



Psychosocial Safety at Western Health

Part of a mentally healthy workplace includes protecting against work related risks to mental health.

Psychosocial hazards are factors in the design or management of work that increase the risk of work-related stress and can lead to psychological harm.

At Western Health, we now have procedures in place describing how these hazards should be addressed.

Check out the [“Psychosocial Hazards and Psychological Health”](#) and [“Accessing Mental Health and Wellbeing Support Procedure”](#) to learn more.

Caraniche at Work Manager Support and EAP

It's natural for managers to want to access advice and guidance with different response strategies to challenging situations.

The specialised clinicians are available to do just that, and can provide support and coaching just for managers, team leaders and supervisors.

Manager support can be used as a once-off session or with follow- up support.

The purpose of the Employee Assistance Program (EAP) is to provide care and support to anyone who requires assistance in managing a wide range of work related or family and personal issues that are affecting their work performance and/or general wellbeing.

As part of caring for ourselves and our teams, we have recently expanded our EAP to include not only employees and volunteers but their immediate family members also.

You are encouraged to seek EAP as a supportive option to address issues. You are also encouraged to promote and support the use of EAP by colleagues

All Caraniche services can be reached via;

Phone: 1800 099 444
(available 24 hours a day, 7 days)
Email: work@caraniche.com.au
Online booking:
<https://work.caraniche.com.au/make-a-booking/>
WH code: WEH147



Oxygen Mask

The Oxygen Mask program is designed to support Western Health manager-level employees so that they are encouraged and supported to better monitor and manage their own mental health and wellbeing, in order to be able to appropriately support their teams.

There are two key components: a self-report questionnaire (ProQOL) and three 4-hour training sessions on self-care, prevention of burnout, management of stress and mental health and wellbeing awareness.

To learn more about the program or express interest, WellbeingSupport@wh.org.au



Mentally Healthy Workplaces

This 30-minute course is recommended for all managers at Western Health.

Preventing psychosocial harm at work and improving mental health literacy, which will keep WH people leaders in step with imminent changes to be made to OHS laws regarding psychological health and safety and equipping them with knowledge to enhance their capacity to mitigate psychosocial harm/hazards.

Find Course [HERE](#)



WHAT'S HAPPENING?

UPCOMING RESOURCES FOR LEADERS

As part of Western Health's Positive Workplace strategy, we will continue to provide resources that support the positive work we do when engaging with our employees



Peer Support Training for Nursing and Medical Staff (EOI open soon!)

The Western Health Peer Support Program (PSP) is an initiative where trained employees volunteer their time to provide support to colleagues. It compliments other Western Health employee support services such as the Employee Assistance Program and the Critical Incident Stress Management (CISM) program and provides short term support, guidance and strategies to staff in need. We are looking for interested Nursing and Medical employees to join this program to provide a formal and easily accessible pathway for their colleagues to access guidance and support. Please keep an eye out on the Weekly Wrap for EOI and dates coming soon.

Vicarious Trauma with Caraniche at Work - online

Vicarious Trauma (VT) is the impact on a helper as a result of engaging with trauma information. VT can be viewed as an occupational hazard of those who help people who have experienced trauma, people leaders who put up their hand to support fellow colleagues in the organisation may experience VT and in general, employees working in health sector are often affected by VT. Learn both the warning signs and strategies to assist you. *** please note these sessions are online and places are limited***

To Book <https://forms.office.com/r/i0qZeNJFum>

- 9th April 2024 - 9:30am – 1pm
- 18th April 2024 - 1pm – 4:30pm
- 6th April 2024 - 9:30am – 1pm



Compassion Resilience and Self Care with Caraniche at work - online

Why is Self-Care so important? Are you aware of the signs that your self care practice needs to change? Gain understanding of Personal Protective Strategies with experts from Caraniche at Work, our EAP Provider and develop good ongoing practices. *** please note these sessions are online and places are limited***

To Book <https://forms.office.com/r/i0qZeNJFum>

- 21st May 2024 – 1pm – 4:30pm
- 4th June 2024 - 9:30am – 1pm
- 27th June 2024 – 1pm – 4:30pm

Contact Officer and Resolution Officers

We are always looking for employees to join the team!

Employees who ✓ have empathy, discretion and confidentiality ✓ are confident talking with all levels of employees and volunteer ✓ have the ability to articulate information clearly ✓ have the ability to suspend judgement and have the capacity to deal with sensitive issues ✓ have exemplary listening skills ✓ model respectful behaviours that are values driven and ethical and ✓ have a high level of emotional intelligence. If you feel you have this attribute, please keep an eye on the Weekly Wrap for our next EOI and round of training.

More information on EMPOWIR – EAP – Peer Support – Mental Health and Wellbeing can be found :
[A Positive Workplace at Western Health](#)