

Health and Wellbeing Policy

1. Purpose

Inala Community House (ICH) seeks to provide a safe and supportive workplace for all workers. ICH is committed to ensuring the health and wellbeing of all workers and promoting strategies which seek to support this.

ICH will ensure that all work practices, the work environment and workplace culture will value, enhance and protect the health and wellbeing of all workers. ICH also commits to providing a supportive workplace culture where healthy lifestyle choices are valued and encouraged.

This policy provides the foundation for developing interventions and modifying work arrangements, work practices and procedures, and the work environment to support the health and wellbeing of all workers.

This policy operates in conjunction with the ICH *Workplace Health and Safety* and the ICH *Risk Management* policies.

2. Scope

This policy applies to all employees, board members, volunteers, students, trainees and contractors.

For the purposes of this policy, these persons shall be referred to as workers.

3. Definitions

Physical health and wellbeing: is the ability to maintain a healthy quality of life. It encompasses factors such as nutrition, sleep, exercise and healthy habits (e.g. reducing or eliminating alcohol consumption or smoking).

Mental health and wellbeing: is where individuals can cope with normal stresses of life, to learn and work well and to contribute to their community. Mental health and wellbeing is a continuum and people may move through this over time.

Self-care: activities that preserve and maintain one's physical, emotional and mental health. Self-care helps in feeling happy, lowering risk of disease and illness, helping to manage stress or cope during challenging times and promoting strong social connections. Self-care encompasses multiple areas including sleep, nutrition, movement, connection and fun.

Harm: can be a single or combination of hazards which together cause harm to a person. Harm can be caused by a single instance or over time with repeated or prolonged exposure.

Psychosocial hazards: something that can cause harm to a person's mental health and wellbeing that arises from or relates to the workplace. Psychosocial hazards can also impact physical health and wellbeing. Harm can be caused through frequent, prolonged or severe stress responses.

Stress: is a psychological (e.g. anxiety, tension) and physiological response (e.g. release of stress hormones, cardiovascular response) to work demands or threats.

4. Policy

4.1 Health and Wellbeing at Work

ICH seeks to promote the health and wellbeing of all workers by creating a positive culture and by proactively eliminating or managing risks within the workplace.

A health and wellbeing approach in the workplace:

- Enhances worker engagement
- Promotes an inclusive, supportive workplace culture
- Creates strong teams
- Encourages creativity and new ideas
- Improves worker wellbeing
- Reduces turnover and absenteeism

ICH recognises that work can contribute either positively or negatively to the physical and mental health of workers. Negative impacts may result in increased rates of injury and illness, presenteeism, absenteeism and mental health conditions.

Promoting both physical and mental health and wellbeing at work is a shared responsibility across every level of the organisation.

Management and senior workers have a critical role in building an organisational culture which promotes health and wellbeing within ICH. Management should visibly demonstrate and communicate ICH's commitment to promoting the health and wellbeing of all workers and building a healthy work environment. This highlights the importance of health and wellbeing within the workplace and encourages workers to engage in positive practices.

Workers also have a significant role in promoting health and wellbeing at work through active participation in creating a safe and healthy workplace. Workers must also report any identified hazards to their Manager or the CEO.

4.2 Risk Management

ICH will have risk management strategies which span three key areas including:

- Planning: this includes embedding work health and wellbeing into organisational systems and identifying and assessing risks
- Implementing: managing risk by implementing appropriate interventions and having a monitoring process in place to gauge the effectiveness of the strategies
- Evaluating: the impact of embedding work health and wellbeing into organisational systems and make improvements where required to ensure sustainability.

Factors which will be considered when creating risk management strategies may include:

- Work organisation: including the way in which work is done. This includes systems, policies, procedures, processes, physical and mental demands, work characteristics and the organisational context
- Physical environment: including equipment, materials, vehicles, buildings and structures where work is performed
- Workplace interactions: including those with other workers, contractors, service users, visitors and other stakeholders
- Workers: the physical, emotional and mental capacities and behaviours demonstrated

These risk management strategies will incorporate both physical and mental health. It also recognises that risks to physical and mental health arise within the workplace and outside of it.

4.3.1 General Strategies

ICH has strategies in place which seek to promote health and wellbeing within the organisation across key areas such as:

- Promoting a positive team culture
- Promoting health, wellbeing, self-care and support for workers
- Having open dialogues about health and wellbeing
- Identifying and assessing risks
- Implementation of clear and fair work practices

4.3.2 Risk Management

ICH acknowledges that it has a duty to ensure the health and safety of workers, as far as reasonably practicable, whilst at work. ICH has systems in place to identify, assess, monitor and review risks to workers' physical and mental health. These risks must be managed in accordance with the ICH *Workplace Health and Safety* and the ICH *Risk Management* policies.

ICH is committed to proactively managing risks to the health and wellbeing of workers in accordance with the ICH *Risk Management* and *Workplace Health and Safety* policies.

Risks to health and wellbeing includes psychosocial hazards such as:

- High job demands
- Low job control
- Poor support
- Conflict or poor workplace relationships and interactions
- Lack of role clarity
- Poor organisational change management
- Inadequate reward and recognition
- Poor organisational justice
- Traumatic events or materials
- Remote or isolated work
- Poor physical environment
- Violence and aggression
- Bullying

- Harassment including sexual harassment

Risks can be identified by:

- Using surveys and tools
- Observing work and behaviour
- Consultation with workers
- Reviewing available information and identifying any trends (e.g. workplace inspections, hazard and incident reports, worker's compensation, grievances, absenteeism, turnover data, exit interviews, records of hours worked, policies, procedures and other systems, decisions on matters such as staffing, resourcing, procurement and refurbishment)

Once a risk is identified, it must be assessed, managed and recorded as appropriate. ICH will eliminate or minimise risks as far as reasonably practicable in accordance with the ICH *Risk Management Policy*. When assessing risk, the duration, frequency and severity of the risk must be considered as well as how hazards may interact or combine.

General risks and controls must be documented on the Risk register. Specific risks and controls should be documented within a risk management plan tailored for individual situations, for example, visiting a particular service user or performing a specific task.

A risk may be managed by:

- Consulting with workers
- Supporting worker participation in work health and wellbeing activities
- Supporting workers to adopt and maintain healthy behaviours
- Modifying the work organisation, practices, procedures and environment as appropriate
- Implementing training and education
- Increasing supervision and support

Ongoing monitoring of risks must be maintained to ensure that they remain effective, including by ensuring that they are fit for purpose, suitable for the nature and duration of the work and set up and used correctly. These risks should be regularly reviewed (e.g. through the risk register) to ensure that these are appropriately monitored.

Through this risk management approach, ICH aims to prevent or reduce the risk of injuries/chronic issues occurring, promote worker retention, reduce absenteeism and improve organisational performance and productivity.

4.4 Responsibilities

Board and Senior Management

The ICH senior management teams (including Board members, the Chief Executive Officer, Service Managers and other senior workers) will:

- Ensure the health of workers is valued and promoted within the workplace
- Act as a role model
- Maintain knowledge of work health and safety matters within their area (including psychosocial risks)
- Ensure that appropriate resources and processes are in place to eliminate or mitigate risk as far as practicable

- Provide opportunity for workers to participate in work health and wellbeing
- Assess worker and workplace needs
- Develop, implement and evaluate the work health and wellbeing strategy in consultation with workers
- Lead change
- Create a positive culture
- Raise awareness and educate others about health and wellbeing topics
- Connect workers to relevant supports

Workers

ICH workers will:

- Work within any procedures and policies implemented to address work health and wellbeing
- Implement strategies which promote their own health and wellbeing
- Contribute to a positive team culture and which supports individual health and wellbeing
- Identify and report any risks
- Implement appropriate self-care strategies

5. Review

This policy shall be reviewed every 2 years.

This policy remains in effect unless determined by resolution of the Board of Directors.

6. Related Documents

Policies

Risk Management Policy
Workplace Health and Safety Policy
Health and Wellbeing Policy
Workplace Violence Policy

Procedures

Dealing with Difficult Clients Guidelines

References

Work Health and Safety Act 2011
Managing the risk of psychosocial hazards at work Code of Practice 2022