Workplace Wellbeing Assessment

WayAhead Workplaces Members Meeting

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Workplace Wellbeing Assessment (WWA)

Digital tool for a NSW business to:

- **Consult** their staff through a survey

- **Identify factors & analyse data:**

- Learn how Mentally healthy their workplace is

- Understand the mental health experiences of their staff

- Compare their business results against others of the same size/industry & state average

- **Make a plan** from the recommendations

And then…

- **Come back to evaluate and improve**

Steps to a mentally healthy workplace

1. Get leadership support
2. Consult with your team
3. Identify factors and analyse data
4. Make a plan
5. Put your plan into action
6. Evaluate and improve

The measures

The level of a mentally healthy workplace is measured by 4 focus areas:

- Lead change

- Create a positive culture and manage factors

- Raise awareness and educate

- Connect to support

Additional questions collect data to understand worker experience of mental health in the workplace

The Survey

Survey for managers

Section A – Lead Change

We are going to ask you questions today about the way your organisation thinks and acts on worker safety, mental health and well-being. To keep it simple, we will sometimes refer to 'worker safety and well-being' as 'worker safety' alone.

There are five levels. Please read them carefully and individually. You will be able to reference what each of these levels mean and entail, as they will appear in all four sections. Please also note that there is a 'Don't know/Not sure/Don't have one/Don't do this' available, in case this is a better, more relevant answer for you.

A1. How do you rate your organisation's policies and processes regarding mental health?

Policies

My organisation has a vision for worker health and well-being that

- ( ) embeds mental health across the business with tailored and continuous improvements
- ( ) is/are targeted and proactive on mental health
- (●) only considers mental health when a mental health incident occurs
- ( ) has/have some focus on mental health
- ( ) has little/no focus on mental health
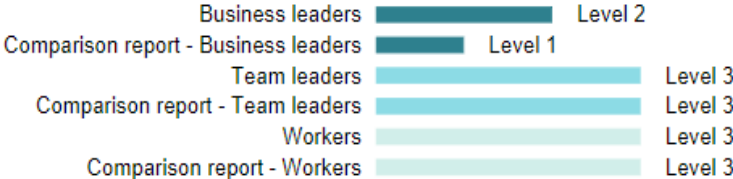- ( ) Don't know/ Not sure/Don't have one/Don't do this

The report – Exec summary
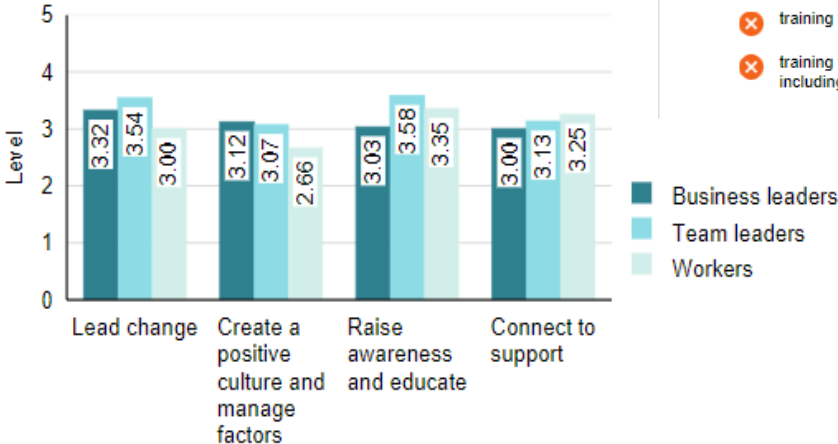

Executive snapshot

Your organisation's results

Overall scores by survey group

The overall levels below provide the perception of each of the survey groups on how mentally healthy your workplace is.

Business leaders	Level 2
Comparison report - Business leaders	Level 1
Team leaders	Level 3
Comparison report - Team leaders	Level 3
Workers	Level 3
Comparison report - Workers	Level 3

How each survey group compares by focus area

Focus area	Business leaders	Team leaders	Workers
Lead change	3.32	3.54	3.00
Create a positive culture and manage factors	3.12	3.07	2.66
Raise awareness and educate	3.03	3.58	3.35
Connect to support	3.00	3.13	3.25

Your workplace's strengths and weaknesses

Any strengths or weaknesses identified in your results are listed below for each focus area.

✅ Strength   ❌ Weakness

Focus Area 1: Lead Change

❌ processes for prevention efforts related to workplace illnesses and injuries

❌ a health and safety strategy that is being monitored to ensure it improves and benefits the workplace

Focus Area 2: Create a positive culture and manage factors

✅ managers who cooperate with workers to identify risks to inform workplace health and safety strategies

❌ processes in place to ensure that managers adjust the design of work to minimise risk of injury

❌ a structured approach to consultation with workers about health and safety

Focus Area 3: Raise awareness and educate

✅ compulsory induction training for workers that includes mental health

❌ training to help managers design safe workplaces to minimise exposure to psychosocial risk

❌ training for workers to enable them to support their fellow workers in workplace health and safety including mental health

Sample Report

The report- By focus area

Focus area 1: Lead change

Business leaders score for focus area 1

Level 2 - Intention

You achieved a score of 3.32 for the survey group business leaders which equates to Level 2 - Intention

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This focus area measures the systems, processes and data your workplace has in place to manage mental health at work. This includes the overall vision, policies, strategies, and processes in place for the running of the organisation, specifically for mental health. Use of key performance indicators used to set targets and track performance of systems are also measured.

How your workplace compares to others

Your business leaders' responses have led to the following result for focus area 1 – Lead change. Consider your level against the industry and state average levels and aim to be a leader in best practice.

Your score: 3.32

	Score
Business leaders	3.32
Comparison report	3.50
Industry average	3.54
NSW average	3.73
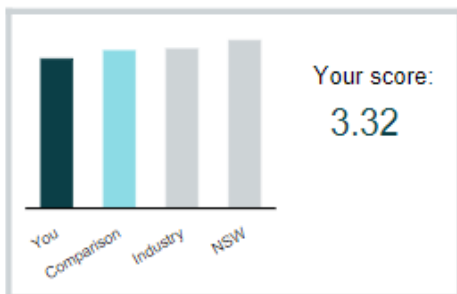
How your survey groups compare

The average survey score in this focus area for each survey group is below. Variations between survey groups can indicate poor access or communication of what your workplaces safety systems are, where they can be accessed or how they are used.

Lead change

- Business leaders
- Team leaders
- Workers
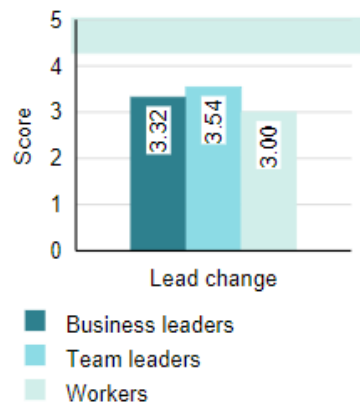
Recommended actions to improve your score

The following actions are recommended based on your business leaders responses for focus area 1- lead change.

1 Having **processes aimed at preventing mental ill-health and injury** demonstrate an ongoing commitment to worker wellbeing and encourage everyone to apply prevention efforts in their roles. When workers feel supported, valued and engaged they are more committed to their organisation and doing their best work.

Your workplace needs to build upon current processes and include more preventative actions to support mental health at work.

Read the step-by-step guide to implementing a mentally healthy workplace strategy.

2 A mental health strategy is vital to every workplace. Your workplace needs to **develop a strategy and implement monitoring and evaluation processes** to help establish a cycle of continuous improvement.

When developing your strategy, make sure it includes:

1. Regular review points to monitor progress and outcomes
2. Targeted measures of success that are focused on minimising mental health risks

Get your strategy started with this practical how-to guide from Heads up.

3 Having a **workplace mental health strategy** encourages people to work at their best and contribute to the success of the business. It helps create a clear plan to share with your workers that includes specific actions to protect, promote and support their mental health at work.

Develop your workplace mental health strategy using this guide from Heads up.

The report - Appendix

Next steps

Every workplace will have areas for improvement so keep the momentum going with these steps and improve your next assessment results.

- Review your list of actions for each focus area. Make a plan, prioritise your areas for improvement and set realistic timeframes to complete your goals.

- Consult with your surveyed groups. Share the results and seek feedback and suggestions for your action plan. It's important to engage your people, recognise their contribution and demonstrate that you're listening.

- Put your plan into action, by making changes and improvements in consultation with your workers.

- Evaluate and improve by planning for your next survey to reach level 4 or 5. The timing for this will depend on your action plan targets, but we recommend surveying your workplace every 6 – 12 months.

Detailed survey responses

Business leaders questions	Business leaders	Team leaders and Workers questions	Team leaders	Workers
Focus area 1: Lead change				
There is a vision or strategy for mental health and worker wellbeing	3.75	There is a vision or strategy for mental health and worker wellbeing	3.75	3.50
There are policies in place for mental health and worker wellbeing	3.50	There are policies in place for mental health and worker wellbeing	3.54	2.37
There is a workplace health, safety and wellbeing strategy	3.25	-	-	-
There is a workplace health and safety strategy that is monitored	3.00	-	-	-
Key performance indicators (KPIs) are used as indicators of workplace health and safety	3.50	There is a measurement system in place for how the workplace is doing on mental health of its workers (use of KPIs)	3.34	3.25
There are processes for prevention efforts for workplace illnesses and injuries	2.75	There are processes to limit mental health risks and stressors in the workplace	3.54	3.00
Workplace illness and injury prevention activities are informed by organisational data	3.50	There is organisational data on mental health and it is acted on to make changes for the better	3.54	2.87

1. Get leadership support

2. Consult with your team

Steps to a mentally healthy workplace

3. Identify factors and analyse data

4. Make a plan

5. Put your plan into action

6. Evaluate and improve

The Workplace Wellbeing Assessment lets you compare previous reports

Overall scores by survey group

The overall levels below provide the perception of each of the survey groups on how mentally healthy your workplace is.

Survey group	Level
Business leaders	Level 3
Comparison report - Business leaders	Level 2
Team leaders	Level 4
Workers	Level 2
Comparison report - Workers	Level 3

Tools to measure your workplace

Workplace Pulse Check

How mentally healthy is your workplace?

www.nsw.gov.au/mental-health-at-work/workplace-pulse-check

People at Work

What risks are impacting mental health in your workplace?

www.peopleatwork.gov.au

Q&A

For more information:
mentalhealthatwork.nsw.gov.au

Contact email:
mentally.healthy.workplaces@safework.nsw.gov.au