



Healthy Workplace Strategies

A program of Healthy Workplace Strategies (HWS) has been designed to improve workplace culture and help staff members resolve issues causing concern in the workplace.

OVERVIEW

Healthy Workplace Strategies is a new and permanent section of the Workforce Unit. The program of strategies was developed by the Workforce Unit in consultation with internal and external parties following a review of policies and procedures for handling grievances and complaints. Recent reviews and inquiries have also highlighted the need to enhance services in this area.

KEY STRATEGIES

- > **Respectful Workplace Training** with over 90% of Ambulance staff, including all managers, having completed the course so far
- > **Raising Workplace Concerns Standard Operating Procedure** has been introduced which incorporates easy to use flowcharts. These are designed to identify the pathways for raising various types of workplace concerns including grievances
- > **Access to trained mediators** who are available to assist if issues cannot be readily resolved at a local level
- > **The Ambulance Management Qualification course** which includes management responsibilities and practical training in how to help staff resolve workplace conflict
- > **Grievance Contact Officer** positions have been advertised across all divisions and key areas
- > **A training DVD on grievance management** will be produced in the near future
- > **A Charter of Respect** will be introduced in all workplaces
- > **Staff relationships will become a standing item** on staff and/or management meetings to ensure that staff issues are being dealt with appropriately

BENEFITS

Healthy Workplace Strategies are designed to assist staff and managers to identify the most appropriate ways to deal with any type of conflict, including grievances, bullying and harassment. One of the main aims is to promote early resolution of workplace conflict at a local level to avoid, if possible, the alienating and divisive consequences of a problem.

STAFF INVOLVEMENT

- > Staff can access and use the Grievance Resolution and Raising Workplace Concerns flowcharts.
- > Staff were involved in developing and testing the flowcharts as well as the creation of this program of strategies.
- > Poster size copies of flowcharts will be sent out to all Ambulance workplaces.
- > We want your input and invite you to take part in an on-line discussion on the bulletin board which can be accessed via the intranet using your log in name and password.

TIMETABLE

The roll out of Respectful Workplace Training (RWT) for all existing staff is well advanced and is scheduled to be completed by end June 2009. The principles of the RWT have been included in the induction program for all new staff and which has recently been updated to incorporate this latest program of training. In addition, grievance contact officers (GCOs) have been established to advise staff wishing to raise grievances on the correct procedures to follow. The GCO will also be available to support staff members during the grievance process.

TO FIND OUT MORE

Visit the Healthy Workplace Strategies section of the Ambulance intranet or contact:

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