



Keeping Staff Healthy

Some practical initiatives

Background to MND Victoria

- **333 clients** as at 30 June 2013
- Limited range of services – equipment loan, volunteers, information and Regional Advisors
- 17 staff, 7 f/t, 10 p/t – 4 admin, 13 service
- **High stress environment** with limited accessible funding available for services
- How do we keep staff healthy?

Management policy and practice

- Clearly **stated focus** on staff health
- **Recognition** of stressful and challenging work environment
- Insistence on regular annual leave, and sick leave when needed
- Closure between Christmas and New Year
- **Flexible work arrangements** reflecting external family and social needs

Committed to support all staff

- Personal training budget
- Annual performance review
- Access to 10 sessions of external 1:1 counselling for any personal/family need
- Irregular bonus via Personal Indulgence Certificates for all staff

Staff Working with clients

- Monthly 1:1 **review sessions** with Manager
- Strategic **planning and initiatives** to address issues

Regional Advisors

- Bi-monthly **external group counselling**
- **Feedback** to Manager by counsellor
- Monthly **group feedback** within the team to address problems, solve problems
- **Affirmation** of strategies and approaches

Outcomes

- **Very low staff turnover**
- **Low use of sick leave** for unaddressed stress
- **Open work environment** encouraging and supporting problem solving and addressing issues
- **Employer of choice**
- **High organisation reputation**

Costs

- Year to 30 June 2013 - \$3,438 (0.28 of 1% of staff expenditure)
- Two days of sick leave
- Year to 30 June 2012 - \$800
- Two days of sick leave
- Potential cost to replace a staff member?
Up to six months of salary!

Conclusions

- We are **all vulnerable** - be on guard
- People are our most valuable resource - **protect and support** them
- **Prevent injury**, not just fix it later
- Have a process - **monitor and review**
- **Invest** in health
- **Healthy people do their job better**