

## Feature Positive Workplace Contact Officer Ian Denney

Ian Denney is the Nurse Unit Manager of the newly opened Westside Lodge, providing three month rehabilitation services for people experiencing both mental health and other drug related issues. Ian has been with Western Health for just over two years, and in this time his passion for helping people through holistic, person-centred care is clear.



## SCORE - Sustaining a Culture of Respect and Engagement

Western Health has partnered with the Deakin University School of Psychology and PeopleScape, to implement SCORE (Sustaining a Culture of Respect and Engagement), a researched based program of work. SCORE helps teams overcome forces that weaken culture of civility and respect, helping workgroups build on the positives to improve how they work together

Teams selected to participate in SCORE will be provided with the opportunity to improve relations, call out poor behavioural norms and reshape how they deal with work group challenges. It strengthens accountability and trust amongst employees and volunteers and can improve health and wellbeing through better experiences.

Data from our pilot groups have reported improved workplace interactions, higher levels of engagement and lower levels of burn-out.

**Look out for an invitation to complete the SCORE survey, and for a chance for your team to be selected to participate in 2019.**

## What has been happening in this space?

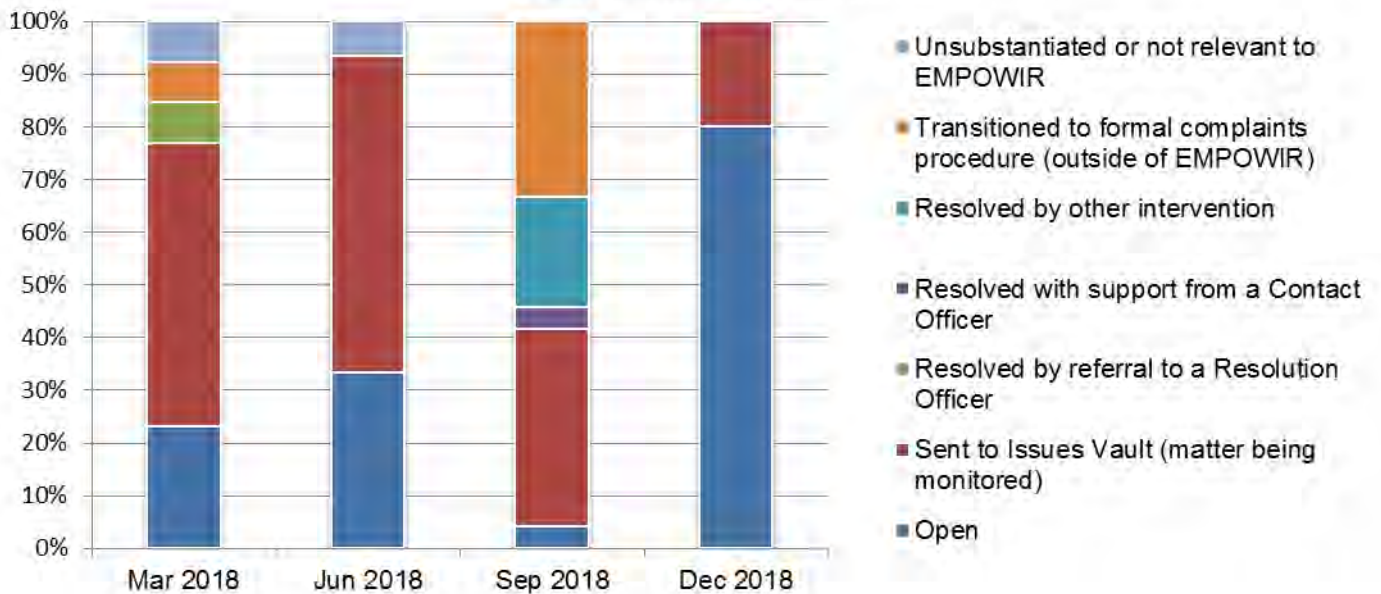
- The second wave of the **SCORE Program** has been implemented across three more workgroups, each having distinct experiences. We are learning that with some workgroups, the SCORE program will be just the beginning of a longer journey to respect and engagement.
- Positive Workplace Week was held in October with events at each campus. Thousands of employees and volunteers participated and used the opportunity to talk about how they feel about working and volunteering at Western Health; how they felt about the People Matter Survey results and EMPOWIR. We gave away hundreds of water bottles and just as many of our special pens, to remind employees and volunteers of what they can do instead of 'walking past' when they witness inappropriate behaviour.
- The Western Health action plan to address the increase in Sexual Harassment reported in the 2018 People Matter survey has been launched at the quarterly SLG meeting in February. A video from Russell will be shared shortly. Please watch it to hear about what he thinks about the issue.
- We are in the process of developing three videos on the topic of bullying, to reach more employees and increase awareness of what bullying is, and what employees can do about it if it happens.
- A new e-learning package on Positive Workplace Behaviours will shortly be available on WeLearn for us to all refresh our understanding of what behaviours constitute discrimination, bullying and sexual harassment, and to remind us of the types of behaviour that we should be aspiring to. As we learn through the SCORE program, we need to actively encourage positive encounters, not just stamp out negative behaviour to get maximum performance improvement.
- The significant work of our Positive Workplace Strategy also saw Western Health's Executive Director People Culture and Communications, Suellen Bruce, interviewed and featured on ABC Radio National and the Australian Human Resources Institute Magazine. **You can read the article [here](#).**

# EMPOWIR & PWIC

**(Employee Positive Workplace Issue Resolution & Positive Workplace Issue Centre)**

## Looking back at 2018

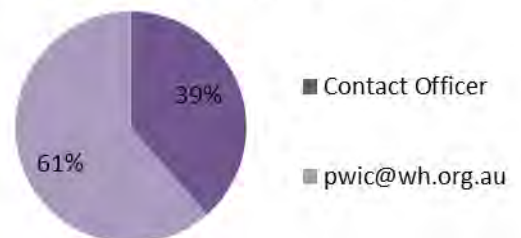
**EMPOWIR Outcomes**



## EMPOWIR Referrals

Quarter	Mar 2018	Jun 2018	Sep 2018	Dec 2018
EMPOWIR Referrals	13	15	24	5

## EMPOWIR Access Points



- Throughout 2018, 57 employees notified Western Health of inappropriate workplace behaviour via **EMPOWIR**.
- Twenty-two of those notifications were made by employees reaching out to a Positive Workplace Contact officer (PWCO) directly and 35 notifications were made via the Positive Workplace Issue Centre ([pwic@wh.org.au](mailto:pwic@wh.org.au)).
- Over the course of the year, 18 matters raised since January 2018 have been closed, 26 were dealt with informally and are being monitored, and 13 are being actively managed through a variety of channels.
- Of those 18 matters that were closed, nine of them were transitioned to the formal complaints process with the consent of the target(s) of the inappropriate behaviour, resulting in appropriate disciplinary action (including dismissal).
- In 2018 only one matter was resolved with the support of a resolution officer, suggesting this option needs to be better understood by notifiers to enhance uptake.

## POSITIVE WORKPLACE CONTACT OFFICERS

Name	Email	Title	Phone
Rick Horton	<a href="mailto:Richard.horton@wh.org.au">Richard.horton@wh.org.au</a>	Departmental Director & Chief Medical Information Officer - Anaesthesia & Pain Medicine	8345 6639
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Andy Tagg	<a href="mailto:Andrew.tagg@wh.org.au">Andrew.tagg@wh.org.au</a>	Emergency Physician	8345 6951
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Catherine Grant	<a href="mailto:Catherine.grant@wh.org.au">Catherine.grant@wh.org.au</a>	Senior Clinician Physiotherapist (Aged Care/Vestibular)	8345 1486 9393 0198
Ian Denney	<a href="mailto:Ian.denney@wh.org.au">Ian.denney@wh.org.au</a>	Nurse Unit Manager, Drug and Alcohol Unit	8345 6730
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Kathryn Cranwell	<a href="mailto:Kathryn.cranwell@wh.org.au">Kathryn.cranwell@wh.org.au</a>	Senior Occupational Therapist, Allied Health	0411 440 728
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Marianne (Wos) Phillips	<a href="mailto:Marianne.phillips@wh.org.au">Marianne.phillips@wh.org.au</a>	Subacute Clinical Nurse Consultant	0434 855 625

Here are the friendly faces of a number of our Positive Workplace Contact Officers



Bronwyn Menadue



Rick Horton



Sean Fabri



Marianne Phillips



Diane Neri



Suzie Ristevski



Wes Hartley