

POSITIVE WORKPLACE @WESTERN HEALTH

“The standard you walk past is the standard you accept.”

Chief Executive’s Positive Workplace Award (inaugural) Recipient

Coskun Donmez, Occupational Therapist –
Community Based Rehabilitation



This award recognises employees who show commitment to sustaining a positive workplace environment, not only for our employees and volunteers but for our patients who depend on us to be compassionate and respectful for their sake every day



Feature Contact Officer

Dr Andrew Tagg has been with Western Health since 2008 when he arrived in Australia. He is an emergency physician with an interest in paediatrics and wellness.

Positive Workplace Issue Centre (PWIC)

Do you want to notify poor behaviour when you see it? The PWIC is simply an email box you can use to notify Western Health of an issue or concern and ask for advice, action or simply just let the details sit there! Please leave as much detail of the issue or concern as possible. Someone will respond within 48 hours.

PWIC@wh.org.au

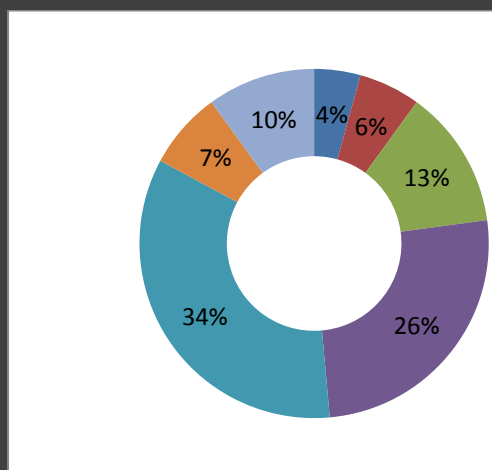
What has been happening in this space?

- The Medical Positive Workplace Advisory Committee has been re-established. Its focus will be on enabling all medical staff to understand how the EMPOWIR tool works.
- The organisation-wide Positive Workplace Advisory Group will meet within the next two months
- EMPOWIR communication and information is being updated to ensure every employee and volunteer knows how to access and communicate concerns in their workplace. To see the updates go to <http://positiveworkplace.wh.org.au/>
- Planning for Positive Workplace Day in October 2018 is well advanced – stay tuned.
- Employees and volunteers have been using the system to notify WH about their concerns. Despite 30 more new workplace concerns being raised we have been able to respond within 48 hours to provide support and information.
- Women and Children’s division are leading the way in in how they respond to inappropriate workplace behaviours. They have chosen not to walk past poor behaviour by using the issues vault (pwic@wh.org.au) to record concerns about inappropriate workplace behaviour.
- As we approach a busy period for Western Health with the introduction of the EMR, let’s not forget to look after one another – respectful and values-driven behaviour is the way to go.

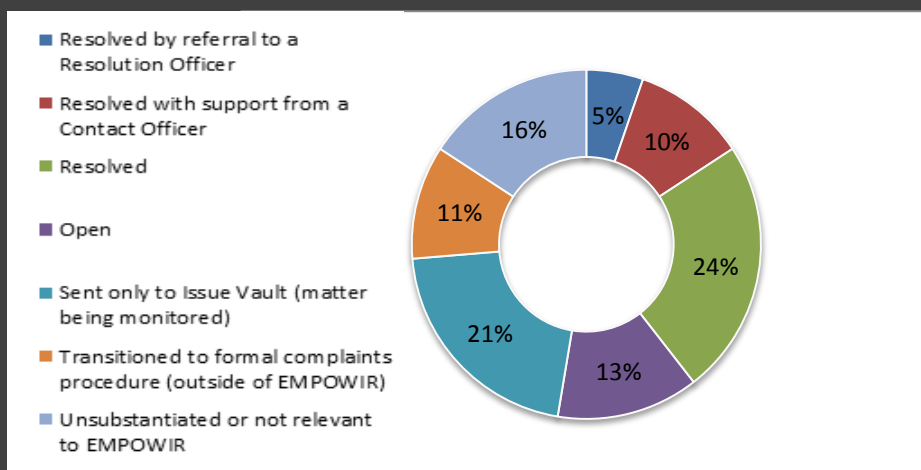
EMPOWIR & PWIC

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

Quarter 4



Quarter 3



Types of issues being notified

- Inappropriate language aimed at a colleague
- Humiliation of a colleague
- Rudeness toward a colleague
- Aggression toward a colleague

= DISRESPECT

People Matter Results



- 70% Say the Positive Workplace Strategy is improving Western Health's performance
- 72% Understand what 'Don't walk past' is about
- 58% Understand how to access EMPOWIR
- 85% Say they think their workplace is positive

SCORE - Sustaining a Culture of Respect and Engagement

People Culture and Communications have partnered with Deakin University School of Psychology and PeopleScope, to implement SCORE, a researched based program of work. SCORE helps workgroups overcome forces that weaken their culture of civility and respect. It targets culture, and helps workgroups build on the positive to improve how they work together. Western Health currently has two work groups participating.

SCORE complements and builds on our Positive Workplace strategy. SCORE will provide opportunity for work groups 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 can improve health and wellbeing through better interactions.

Positive Workplace Contact Officers

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