

THE POSITIVE WORKPLACE NEWSLETTER

Western Health is committed to creating a positive workplace where each and every one of us can enjoy being at work and can have effective working relationships with our colleagues.

Research tells us that when volunteers and employees are happy in their jobs and with their colleagues, clinical interventions are more effective and patient outcomes are more positive.

Each quarter we show you some of the statistics around how many notifications are submitted in **EMPOWIR**. As the process for using **EMPOWIR** is confidential we cannot share much more than statistics. We understand that not everyone wants to use **EMPOWIR**.

In this edition, I wanted to share a great outcome that has come about through the use of **EMPOWIR**.

AN EMPOWIR USER...

Today I sat down with a Western Health employee (MP) who works in an administration role.

She had used **EMPOWIR** and was so pleased with how the process worked and with the reassurance the PWCO gave her. She emailed the issue vault (pwic@wh.org.au) about her experience and I asked her to come and talk to me about what using **EMPOWIR** meant to her.

Question: Tell me how you first came to use EMPOWIR?

MP: "I had an issue that was worrying me. I was aware from word of mouth that the process existed so I looked it up on the intranet. I found a list of **Positive Workplace Contact Officers (PWCO's)** so I worked out who I might be able to talk to and I chose Wes Hartley. I am glad I did because from the moment I emailed Wes, he was following up with me to arrange a time to meet and if he couldn't respond straight away he always made sure I knew he would be ringing or emailing me at a later point. He even checked in with me to see if I was OK?"

Question: How did you feel about using EMPOWIR?

MP: “I was very nervous because I wasn’t sure how the confidentiality bit would work. I was a bit scared that my issue would become public knowledge and I would get into trouble with my Manager.

When I met Wes, he put my mind at rest and he showed me how the process works and how I was the one that decided every step of the way what I wanted to do with my issue and what would happen. I think the 'No Blame and Informal' part of this process is the important thing to remember. You are not trying to get someone in trouble, you are just trying to be able to work without the hassle of someone else’s behaviour affecting you. You are trying to find a way to resolve it without causing more trouble and being able to work with them ongoing.”

Question: How did EMPOWIR work for you?

MP: “I didn’t know if it would work but I am glad I tried it. It was really good to talk to someone completely separate from my work area. It gives you a chance just to vent. Sometimes you start talking and a lot of stuff gets out of your system.

I know a lot of people think it’s not confidential but my experience was great, because Wes made sure I understood what my options were and that I was comfortable with every step.

In talking to Wes, it was so good because I felt like every word I said was important and he listened to all my concerns and gave me options as well as empathy. The solution was mine to pursue.”

Question: What advice would you give people

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about using EMPOWIR?

MP: “Instead of bottling things up and getting more worried, the best step is to send your issue to the Issue Vault email box pwic@wh.org.au. There is only one person in the organisation that reads these emails. You can just leave the matter in the Vault. If you want to see a **Positive Workplace Contact Officer** you can go to the Intranet and there is a whole section in the People and Culture Tab dedicated to Positive Workplace resources including the **Positive Workplace Contact Officer** list.

You also get a response from the Issue Vault with some details and options, usually within 24-48 hours.

The hardest part is that you don’t always get to hear what happens to your issue or whether someone is working on matters related to the problem because of privacy and confidentiality around the issue and how it is being solved. The **PWCO** gives you options and potential solutions but you are in control of what happens in this process to resolve the matter informally and not blaming someone.

If your email sits in the issue vault it may be addressed if there are more notifications about the same issue. If the same person is a problem for you because of their inappropriate behaviour maybe they are a problem for someone else? Probably a good idea to just send an email to register your concern. You can decide from that point on how it goes forward, if at all.”

Thanks, MP, for sharing your experience about using **EMPOWIR**.

Leonie Hall
Director Workplace Strategy and Wellbeing

PEOPLE MATTER SURVEY PRIORITY AREAS

What are we doing?

Creating Focus Areas in different divisions

Ask your team leader about them!

PWCO PROFILE

CONTACT OFFICER OF THE QUARTER

KATHERINE GATHERCOLE

Title: Clinical Nurse Coordinator

Location: Medical Imaging. Based at Sunshine but works across FH/WTN.

Interests outside work: Spending time with my 2 daughters. Enjoying outdoor activities and catching up with friends.

Years at WH: Began in 2003

Other clinical experience: Training/educating new staff in the department and providing ongoing support to all staff.

What are your impressions of EMPOWIR and what works well?

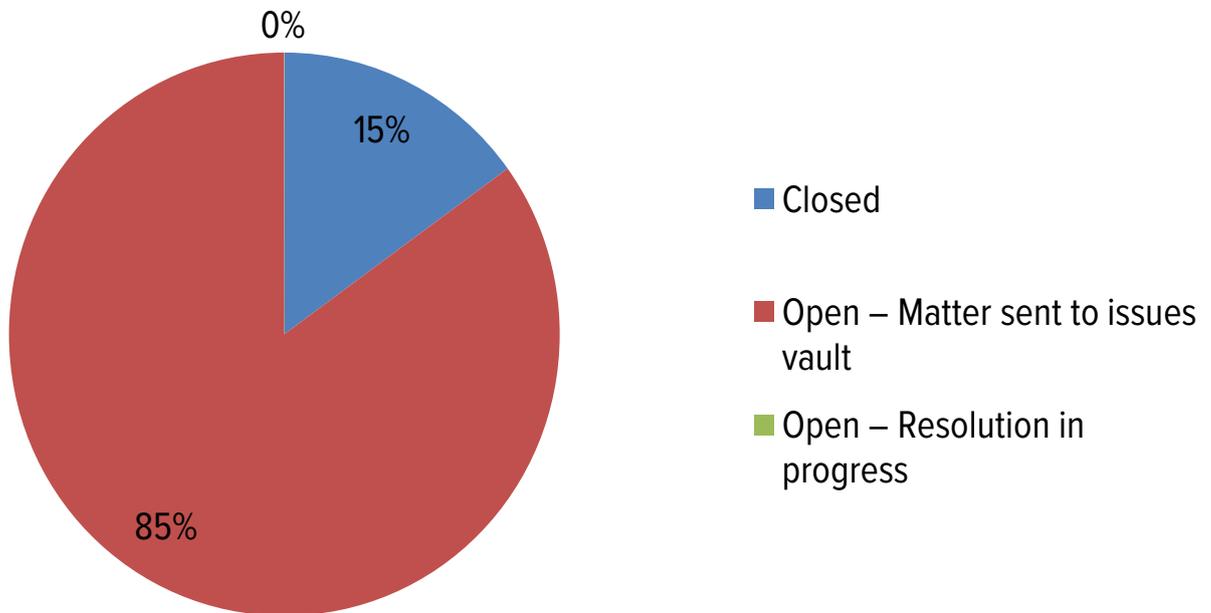
“People get to talk about their issue and this may be all they need. Being a Positive Workplace Contact Officer has helped me in my day job. It makes you a better listener and gives you the opportunity to meet other people and understand their concerns.”



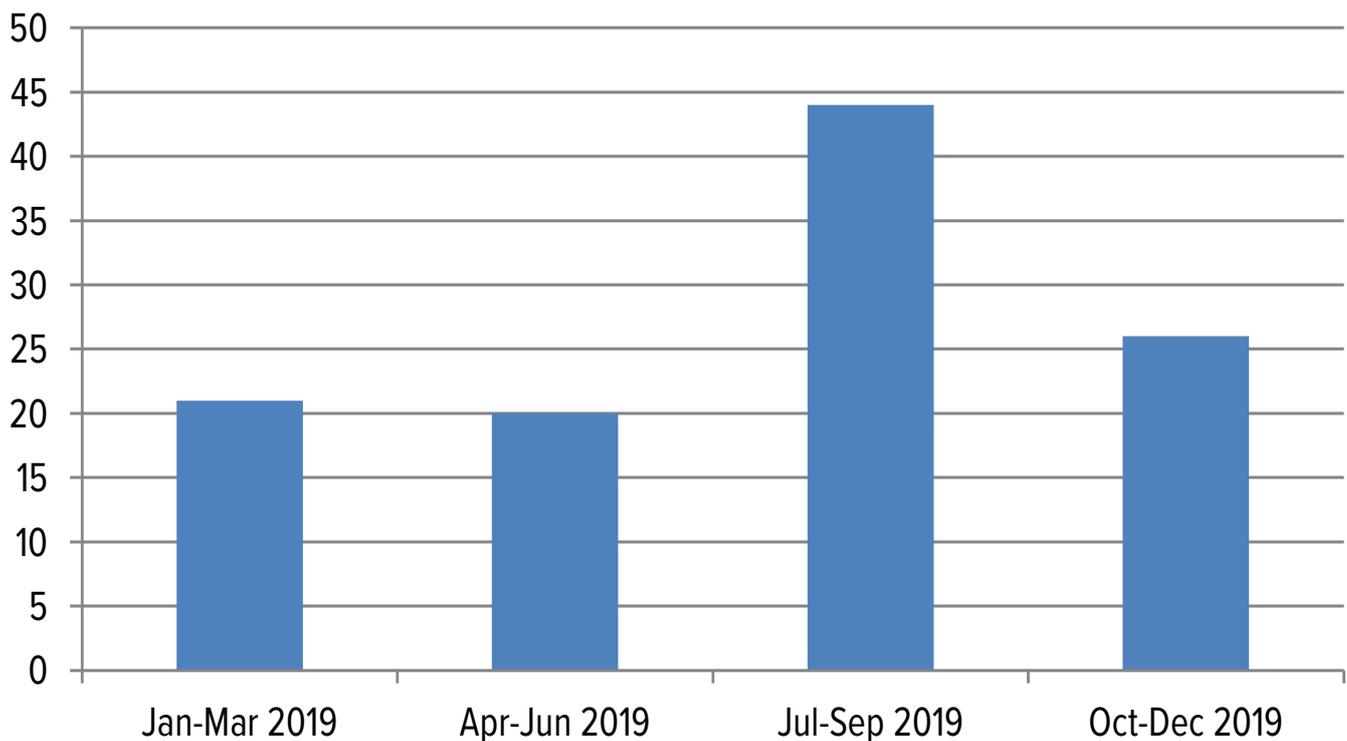
“It makes you a better listener and gives you the opportunity to meet other people”

STATISTICS

EMPOWIR Outcomes Oct-Dec 2019



Total Notifications



KEY CONTACTS AND RESOURCES

CARANICHE AT WORK

CONTACT DETAILS:

- Phone: 1800 099 444 (available 24 hours a day, 7 days)
- Email: work@caraniche.com.au
- Online booking: <https://work.caraniche.com.au/make-a-booking/>
- Note: email and web bookings are responded to during business hours only.

CARANICHE OFFICE LOCATIONS:

- Level 1/260 Hoddle Street, Abbotsford
- 21 King Street, Dandenong
- 99 Gordon Street, Footscray
- 24 Mullum Mullum Road, Ringwood
- 25 Miller Street, Epping

For more information about Western Health's EAP, [Click Here](#)

CONTACT VIA APP:

Caraniche At Work have launched a new App available to staff for free download on Apple and android devices.

The App provides access to psychological support services such as EAP Counselling (face-to-face, video and telephone), and self-guided health and wellbeing tools.

You can use the App to:

- Contact the Caraniche at Work team 24/7
- Make an appointment for EAP, Manager Support or Critical Incident Services
- Learn more about the services available to you
- Access self-guided tools for meditation, health and wellbeing
- Access the Knowledge Centre, including articles reviewed by our clinicians

[Download the App via the Apple App Store](#)
[Download the App via Google Play](#)

OTHER SUPPORT SERVICES

Nurse & Midwife Support:

a 24/7 national support service for nurses & midwives providing access to confidential advice and referral.

1800 667 877

Victorian Doctors Health Program (VDHP):

is a free, confidential service for doctors and medical students who have health concerns such as stress, mental health problems, or any other health issues.

(03) 9280 8712



BLACK DOG INSTITUTE VIDEO - MENTAL HEALTH SUPPORT

A short one minute video about having a conversation with a colleague who may be struggling with their mental health. This could be the first step towards that person seeking help and finding a solution.

