

# Wellbeing Framework

**Vision:** Our vision is to always place the person at the heart of our organisation's wellbeing functions, ensuring operations and functions actively promote both individual and organisational wellbeing. We are dedicated to minimising psycho-social hazards and enhancing the workforce through genuine care and values-driven responses.



## Foundational Principles

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Workforce Optimisation	Integrity-Driven Practice	Safety and Wellbeing First	Development Focused	Trauma-Informed Approaches	Values-Driven Leadership
Early intervention and prevention is key to a strong and well functioning workforce.	Promotion of optimal health and wellbeing practices that influence best practice.	Recognise and respond to risks in a sensitive and person-centred way.	Strengthening the workforce through supervision and proactive wellbeing strategies.	Have a trauma-informed approach to caring for the workforce, and reduce stigma.	Lead with strength, purpose and value to create a strong, positive workforce culture.

# Foundational Principles

## 1. Workforce Optimisation

- **Establish a wellbeing check-in system with staff** to monitor their wellbeing and identify any early signs of stress or burnout.
- **Offer training and sessions and resources** on stress management techniques, resilience-building strategies, and self-care practices.
- **Foster and cultivate a culture of support** where colleagues feel empowered to seek help when needed. Encourage team bonding activities, peer support networks and mentorship programs.
- **Offer flexible work arrangements.** Recognise the diverse needs of staff, allow opportunities such as remote work, flexible hours or compressed work weeks.
- **Provide holistic wellbeing programs** that address physical, mental and emotional health. e.g. Workshops, wellness challenges and resources such as counselling services.

## 3. Safety and Wellbeing First

- **Prioritise workforce safety training.** Ensure all staff receive comprehensive training on safety protocols and risk management procedures specific to their roles and workplaces.
- **Conduct regular risk assessments** of programs and facilities for potential safety hazards or security vulnerabilities, and implement proactive measures to mitigate risks.
- **Allocate sufficient staffing levels, equipment and funding** to support effective safety and risk management practices across all services. Ensure staff have resources to promptly and effectively address safety concerns.
- **Develop and communicate** clear and safe processes for reporting safety concerns or incidents to the appropriate management and authorities.
- **Foster a culture of safety awareness.** Regularly discuss safety topics, share best practices, discuss wellbeing and burnout, and recognise proactive safety behaviours.

## 5. Trauma-Informed Approaches

- **Provide comprehensive training on trauma-informed practice.** Ensure staff members understand the prevalence and effects of trauma and how to recognise signs of trauma in themselves and others.
- **Foster a work environment** that prioritises safety, trust and support. Implement policies and practices that promote psychological safety, e.g. regular check-ins, peer support and supervision.
- **Provide access to trauma-informed support services** such as counselling, therapy or support groups to assist staff in processing their own trauma or secondary trauma exposure.
- **Empower and provide staff** with self-care strategies and coping mechanisms to mitigate the impact of trauma on their wellbeing. Offer resources and training on stress management, mindfulness and boundary-setting.
- **Promote reflective practice and continuous learning** Provide opportunities for staff to participate in workshops, case consultations or supervision sessions on trauma awareness and self-care strategies.

## 2. Integrity-Driven Practice

- **Model integrity-driven practice.** Demonstrate integrity in all aspects of practice, uphold ethical standards, honesty and transparency in decision-making processes.
- **Establish clear policies and procedures** for ethical conduct and integrity in services. Ensure staff are informed and have resources for guidance and support on ethical dilemmas.
- **Foster and maintain** a work environment that adheres to codes of conduct, ensuring professional boundaries are maintained.
- **Provide regular training sessions and workshops on ethics and integrity.** Upskill staff to navigate complex ethical issues, make informed decisions, and uphold professional standards with clients and colleagues.
- **Encourage staff members to seek guidance** from supervisors or ethics committees when faced with difficult decisions, promoting a collaborative approach to problem-solving.
- **Foster a culture** where staff engage in self-reflection and critical thinking about their own values, biases and ethical responsibilities.

## 4. Development Focused

- **Provide supervision and reflective practice opportunities** for ongoing learning and development and promote a culture of continuous improvement and learning.
- **Provide opportunities for staff** to enhance their skills and expertise through targeted training and professional development programs.
- **Offer flexible learning options** such as online courses and seminars to accommodate varying schedules, preferences and learning styles.
- **Encourage and offer** peer learning and mentorship programs where experienced professionals can share their knowledge and expertise with colleagues.
- **Emphasise the importance of self-care and work-life balance** as integral components of professional development. Include resources and support for staff in planning and workforce development actions.
- **Recognise and reward staff members** for their commitment to their profession. Celebrate milestones and achievements, provide opportunities for advancement, offer incentives and development opportunities, recognise and celebrate best practice outcomes.

## 6. Values-Driven Leadership

- **Demonstrate values-driven leadership.** Embody the organisation's core values in your own actions and decision-making processes. Be transparent, ethical and accountable.
- **Create a work environment built on trust, respect and collaboration.** Encourage open communication, active listening and mutual support among staff members, promoting a sense of belonging and shared purpose.
- **Empower staff to make ethical decisions** aligned with the organisation values by providing the necessary guidance, resources and autonomy.
- **Identify diversity champions** to actively promote policies fostering belonging and respect for all. Ensure leadership prioritises fairness, equity and accessibility.
- **Invest in workforce professional development and wellbeing.** Provide opportunities for growth, training and support through paid opportunities, peer learning, collaborative practice models, case consultation and industry-led opportunities.