

# The Royal Melbourne Hospital

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## **WELLNESS:**

The state of being in good health, especially as an actively pursued goal.

RMH offer many support services in order to help with many aspects of mental health and wellbeing at work. They are confidential and offer 24/7 support.

The RMH Workforce Wellbeing Team provides and oversees the following programs which have been created to support the wellbeing of RMH staff:

- **Wellbeing Referrals**

- Direct provision of wellbeing interventions and consultations.
- To make a referral, please complete wellbeing referral form **New** and e-mail it to [WellbeingReferral @mh.org.au](mailto:WellbeingReferral@mh.org.au)
- To discuss your referral further, contact us on [9342 5589](tel:93425589)

Wellbeing sessions available:

Categories	Details
COVID related wellbeing session - Individual - Group	In response to the accumulation of stress, ongoing difficulties with workplace culture, ongoing stressors related to COVID-19.
Defuse - Individual - Group	Facilitation of a space where the focus is to provide psychological first aid, safety and containment post-critical incident.
Leadership capacity building	Training to increase leadership capacity in support of staff wellbeing. e.g., consultation, conducting wellbeing check-ins, principles of psychological first aid, etc.
Reflective practice	Providing a space for employees to discuss and reflect on current issues arising in the course of the work <b>without</b> focusing on finding solutions.
Wellbeing skills sessions	Mindfulness, managing stress, team building activities, basic coping strategies, sleep hygiene, etc.

- **Staff Wellbeing Line**

- **Available Monday – Friday 9 am - 5 pm on [9342 5497](tel:93425497)**

- A confidential staff support phone line designed to facilitate access to Melbourne Health resources, external services or brief intervention.

- Initial consultation to identify needs.

- Opportunity to arrange a brief intervention session with a skilled Melbourne Health Clinician.

- **Peer Support Program**

- **Available 24/7 on [9342 7000](tel:93427000)** (ask Switchboard to contact the on-call Peer Supporter)

- A confidential, non-crisis service provided by Melbourne Health employees who are volunteers and understand the work environment

- Peer supporters have also been professionally trained in the provision of psychological first aid, support and education in stress management and coping strategies along with referral to external, longer-term support services.

- **Family Violence Contact Officers**

- **Available 24/7 on [9342 7000](tel:93427000)** (ask Switchboard to contact the on-call officer).

- A confidential, non-crisis service provided by Melbourne Health employees who are volunteers and understand the work environment.

- Family Violence Contact Officers have been professionally trained in the provision of support to those experiencing family violence

- **Employee Assistance Program (EAP)**

- Available 24/7 on [1300 687 327](tel:1300687327)

- Provided by an external agency, Converge International.

- A free, independent, confidential, short-term counselling service for both personal and work-related concerns.

- Employees can speak to an on-call counsellor over the phone or arrange an appointment within business hours.

## **Employee Health & Wellbeing**

We care about our employees and are committed to providing a safe and positive working culture for everyone. Life's not always easy and we believe that everyone should have access to support in the workplace. As a Melbourne Health Employee you have access to a wide variety of support options. Please see below links which will divert you to relevant page (ctrl+click).

Wellbeing videos and other resources:

[Employee Assistance Program](#)

[Peer Support Program](#)

[Staff Health Service](#)

[Family Violence - Support & Resources](#)

[Pastoral Care Program](#)

[Calendar of Wellbeing Seminars](#)

[Smokefree & Quit support](#)

[Healthy Sleep & Managing Fatigue](#)

[Physical Activity](#)

[Supporting Breastfeeding at Work](#)

[5 Ways to Wellbeing](#)

## **COVID-19 Wellbeing Resources**

Significant change can be stressful. Anxiety and stress associated with change can be reduced by using the appropriate channels and teams to see guidance and support during this potentially stressful change process. By reaching out you can decrease the impact it has on individuals, teams and patients.

The Wellbeing and Safety team with North Western Mental Health have been collaborating on increasing our wellbeing support for all our staff at this time.

Below are the resources that are currently available:

- COVID 19 Staff Support & Wellbeing phone: **9342 5497** Mon - Fri 9am - 5pm
- Employee Assistance Program provider Converge International has increased its capacity for phone consultations, video calls.
- A Guide for Managers with some simple tips for talking to your staff about COVID – 19 and the anxiety/stress that might be occurring.
- COVID-19 Leave Arrangement inquiries **9342 5498** Mon - Fri 8am - 5pm
- COVID -19 Working at home arrangements
- COVID-19- Information intranet page
- MH COVID-19 Information Workplace

## **weCare**

weCare is a system that staff and volunteers can use to request feedback be given to another member of the Melbourne Health team. It allows us to:

- Recognise colleagues through award nominations
- Submit feedback about behaviours we witness that are not consistent with a safety culture or our values when we don't feel safe or able to Speak Up (directly or to your line manager).

## **Why do we have weCare?**

To provide safe and reliable care we need to live our values and be accountable for our behaviour. We need to Speak Up if something's not right. That means we also need to be open to feedback. This can be uncomfortable, but it can help us see things from a different perspective and improve our teamwork so together we provide the safest possible care.

Some staff find speaking up hard. Until we all get more comfortable at giving and receiving feedback, weCare serves as a safety net to raise a concern.

# weCare... A safety net for Speaking Up

weCare is a tool to provide feedback. We use it to say 'thanks for making a difference'. We can also use it to Speak Up when we don't feel safe or able to speak up directly - or feel that if we did speak up it wouldn't be effective.

## Why do we have weCare?

To provide safe and reliable care we need to live our values and be accountable for our behaviour. We need to Speak Up if something is not right. That means we also need to be open to feedback. This can be uncomfortable, but it can help us see things from a different perspective and improve our teamwork so together we provide the safest possible care. Some staff find Speaking Up hard. Until our confidence grows to give and receive feedback, weCare serves as a safety net to raise a concern.

### Don't walk past. Speak Up!

If we observe unsafe or unprofessional behaviour:

#### 1. Speak Up

Let our colleagues know we have their backs. The Safety C.O.D.E. is a tool to help.



#### 2. Elevate to a leader or People and Culture

They will help us Speak Up, address the issue or support us in a formal process.



#### 3. weCare

A safety net if we don't feel safe or able to Speak Up directly or to a leader, or feel that if our concerns would not be adequately addressed.

## A Care Messenger wants to chat to me!

Our Care Messengers' volunteer their time to have conversations about weCare feedback in a safe and supportive way. A chat with a Care Messenger will be quick, relaxed and completely confidential. No one else will know about it.

They may say something like...

"I don't know if this is true and I don't know who wrote this. It's someone else's perspective."

"If it were me I would want to know and see this a chance to reflect and learn."

## Is weCare being used?

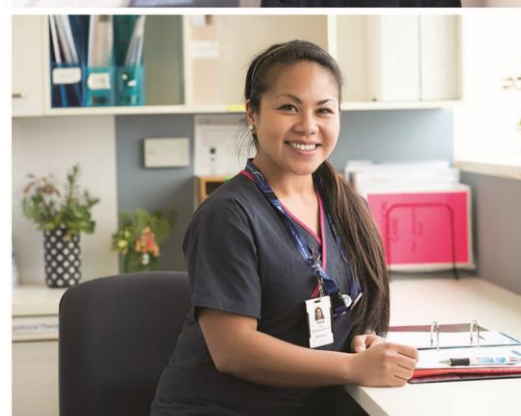
**Our Care Messengers have about 20 chats each month - to give colleagues feedback from weCare.**

We also receive about 20 award nominations each month, which recognise some of the ways our amazing people make this a great place to work and be cared for.

95% of our staff have not been reported in weCare for a care conversation and over 400 have been nominated in weCare for awards over the same period.



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# Improving weCare

Hundreds of staff provided feedback about weCare in the 'Speaking Up for Safety' Survey in 2017. We continue to seek and receive feedback. Here's some of what we've heard:

**How can it be confidential and anonymous if I need to use my MH log-in?**

When using weCare you need to use your MH log-in. You can then choose to be anonymous. There is only one person who can 'unlock' your identity, and that is Ellen Flint, Executive Director, People and Culture. She has unlocked a few reports when concerned about someone's wellbeing. She can also unlock a report if concerned the system is being used inappropriately or if we need to investigate a serious incident.

**If you provide your name — you can still be 100% confident that this is confidential — the Care Messenger and message recipient are not given your name.**

**Are reports being taken seriously? Why can't you tell me what happened with my report?**

**Every weCare is carefully reviewed by the triage team.** Most result in an informal chat with a Care Messenger so the staff member can reflect on the feedback.

The triage team have asked line managers to speak to a staff about some weCare feedback. These chats have been informal at first and offered a chance to hear both sides of the story and offer support. If feedback continues to be made they will be investigated and both parties will be given a chance to share their side of the story through a more formal process. But very few weCare messages are escalated to an investigation. Fewer still result in a formal disciplinary process.

If you provide weCare feedback, you will not hear about how it was responded to. Even if the person receiving the message thinks they know who raised the concern, they are asked to respect your privacy and not apologise or talk with you about it. The weCare system is founded on the idea that the best way to apologise is to reflect on the feedback and change our behaviour. 6

**I've had a conversation with a Care Messenger and want to share my side of the story...**

Hearing our behaviour has been perceived as unprofessional or inappropriate is uncomfortable. **It's normal to want to share your side of the story.** If you need to debrief, you may want to speak with your line manager, a trusted colleague, or a member of the People and Culture team. The **Employee Assistance Program (EAP)** and our **Peer Support** team are also available to provide support.

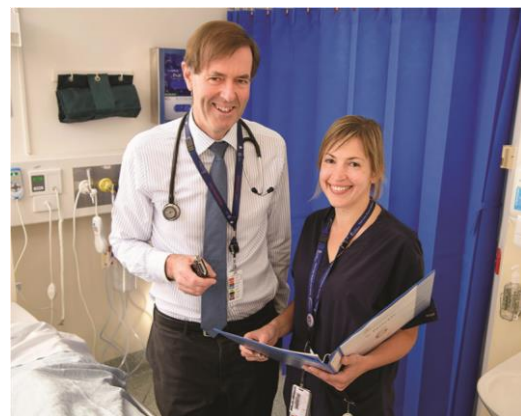
**Isn't it unfair? Aren't people just 'dobbing' on each other?**

The triage team carefully review every single weCare. They respond in the way they believe is most appropriate given the information provided. Some weCares are not responded to because they do not describe a specific incident of unsafe or inappropriate behaviour. They also check indications that the system may be used inappropriately.

The majority of weCares result in an informal conversation with a Care Messenger or a line manager. That doesn't mean the triage team is making a judgement about one person being right and the other wrong. **It's simply a chance to reflect on someone else's perspective.**

**What if I have positive feedback about a colleague?**

If you have positive feedback to provide about a colleague you can also do this through the weCare system by nominating someone for a You Made a Difference Award or a Good Catch Award.



because  
we **care**

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