

# HEALTH & WELLBEING POLICY & PROCEDURES

## Purpose

Complete Business Solutions Australia [CBSA] strives to create a place that is warm and genuine. We appreciate the passion our staff have for their jobs and advocate a healthy work-life balance. We understand the challenges that life and work can place on each individual and how every member of the team can impact and contribute to the health of others and the environment. Therefore, the purpose of the Staff Health and Wellbeing Policy at CBSA is to make it a focus of our business to support our staff's physical and mental health, to promote and support healthy work and life balance for all staff and to encourage positive physical and mental health that will be reflected within the culture of our business.

## Document Control

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# Policy

## 1. Scope

This policy applies to all permanent, full-time or part-time, employees of CBSA. Employees with temporary/short-term contracts might attend trainings at their manager's discretion.

This policy doesn't cover supplementary employees like contractors or consultants.

## 2. Principles

Health and wellbeing in the workplace rely on a common understanding of the following:

- It is recognised that every member of our team impacts the health and wellbeing of others.
- We all have a role to play in creating an environment that supports and promotes this within the business as a whole and as individuals.
- We understand that physical and mental health is a continuum that moves up and down individually and as a group. Our procedures strive to support all staff within that continuum.
- Staff who are safe, well and working in supportive environments can provide the best possible service to clients.
- Our commitment to governance and leadership is enabled through our business philosophy, policies and procedures.

## 3. Considerations

### 3.1 General considerations

- The responsibility for staff wellbeing is shared between the business community and individual staff.
- Everyone in the workplace has a responsibility to promote and maintain a healthy workplace.
- The responsibility for staff wellbeing also rests with leadership.
- Leaders will act to improve the mental health of all staff by looking at the cultural, structural and environmental factors within the business community that might support or hinder staff wellbeing.
- Confidentiality in the management of any wellbeing-related employee matters must be maintained.

### 3.2 Considerations for the Physical Environment

- Provide healthy eating choices in the workplace by addressing healthy physical settings, such as food storage and preparation areas.

- Provide the opportunity for engaging socially with peers through the provision of staff rooms, break-out areas or outdoor seating areas.
- Provide access to information and resources that increase worker knowledge and awareness around key health areas.

### 3.3 Considerations for Safety and Hygiene

- Provide a smoke-free workplace environment and encourage and support staff to quit smoking.
- Staff may be experiencing domestic, and family violence, and its aftermath may impact their attendance at work or their ability to perform work duties.
- The pandemic can affect staff's mental health and wellbeing, so strict adherence to COVID safe practices is critical.
- CBSA will ensure they meet its Workplace Health and Safety (WHS) requirements to avoid injury or illness.
- Information on various support services will always be readily available such as the Black Dog Institute, Beyond Blue and Lifeline.

## Procedures

The emphasis on social, emotional and physical wellbeing is crucial and emphasises that good social, emotional and physical health is an important component in a holistic learning framework. CBSA values promotes and strives to maintain a workplace that supports and protects the positive physical and mental health of all staff.

## 4. Responsibilities

### 4.1 Management

Management will:

- Make sure all staff are aware of known opportunities.
- Ensure all staff are accepted and valued as individuals and professionals.
- Cultivate a workplace that promotes connectedness and inclusion.
- Respond immediately to behaviour that is not conducive to health and wellbeing.
- Arrange Professional Development around health and wellbeing practices for all staff.
- Provide connections to support services to refer staff, such as local GP or psychologist.
- Encourage staff to take adequate breaks / annual leave.
- Ensure the implementation of the sun safety policy.

- Be open to discussions and conversations about staff's challenges.
- Ensure confidentiality and privacy are maintained.
- Implement a Tobacco, alcohol and drug-free environment.
- Offer flexible working arrangements and work-from-home options.

## **4.2 Staff**

Staff will:

- Comply with this policy.
- Support the policy by making decisions that optimise support for health and wellbeing.
- Be respectful to each other.
- Where appropriate, participate in health and wellbeing practices and events.
- Be open about challenges and concerns within the workplace.
- Seek a health professional when needed.
- Make choices that encourage a healthy work-life balance.
- Comply with the confidentiality and privacy policy.

-- End of Policy document --