



Ten Step Guide to Building and Leading your Workplace Wellbeing Culture

Welcome to the Luemo Ten Step Guide to help you build workplace wellbeing. At Luemo, we believe every employee wants to be happy, successful and proud of the place they work. Great workplaces care about the mental health and wellbeing of their employees. A mentally well, healthy and engaged workforce is powerfully productive and a competitive business advantage. More than ever, great employees are looking for workplaces that genuinely foster that thriving wellbeing culture.

We have put this guide together for employers and leaders who want to do their best to support their employees' mental health and wellbeing. Sometimes it can be hard to know where to start.

If this journey is new to you, there is no reason to feel overwhelmed by the process. Using this guide will give you direction and ideas for how you can make a start, design and expand your program and make it fit to your unique culture. Together with your Luemo Workplace Wellbeing portal resources, you can move forward with confidence.



STEP
1

Engage Support of Senior Leaders

The most essential part of creating a solid wellbeing program is having genuine support from the senior leadership team. By inviting the executive team and leaders to get involved you are creating an environment of trust, respect and authenticity which are the underlying fundamentals for any wellbeing program. Educate, communicate and engage your executive team:

- ✓ Help your leaders to understand why mental health and wellbeing programs are important. If you aren't sure or would like more perspective there are numerous articles that show the benefits of mental health and wellbeing programs. Benefits include higher engagement, increased productivity, reduced turnover and absenteeism, reduced workers compensation claims and improved employer branding.
- ✓ Discuss Luemo management resources with your Leaders such as the 'Legal Rights and Responsibilities' article and other resources that help with understanding the issues and compliance imperatives.
- ✓ Collate statistics about workplace mental health and wellbeing. There are many governments statistics freely available and you may like to seek out some that are specific to your industry.
- ✓ Outline your goals clearly and ensure they take in to consideration both financial and non-financial benefits.
- ✓ Ask your leaders what they think their people need. Ask for their ideas and invite your leaders to champion an area of the program.



Here are some ideas to get you started:

- » A PWC report recently reported that for every dollar spent on creating a mentally healthy workplace the average positive return on investment is 2.3. Some instances are much higher.
- » The Australia Government Department of Health website reports that almost half of the total Australian population experienced a mental disorder at some point in their lifetime.
- » One in five Australians aged 16-85 years experienced mental disorders in the previous 12 months. This is equivalent to almost 3.2 million Australians.
- » Safetywork NSW has found that workplace psychological injury claims climbed 15 times faster than physical injury claims (2019).

STEP
2

Align With Your Organisational Values

An important compass for your unique wellbeing program will be your organisational values. Ask yourself how your wellbeing program can support your values and, how do your organisational values support employee wellbeing. If you find your values do not support wellbeing or a wellbeing idea/approach does not support your current values, it may be time to reassess. This process will help you decide on what elements should be included in your program.



Consider the following:

- ✔ Ensure your values are closely aligned to mental health, wellbeing and caring for others. In your organisational values documentation, include relevant behavioural examples that demonstrate these values.
- ✔ Remember that values and wellbeing complement one another. For example, wellbeing supports teamwork and teamwork supports wellbeing. Innovation can support wellbeing and wellbeing can support Innovation.
- ✔ Ask yourself 'How can we integrate the wellbeing program into our values'? For example, if one of your values is Leadership, think about how a wellbeing program helps Leadership and what are the behaviours that demonstrate Leadership in the wellbeing space? How can we build strong Leadership through our wellbeing program? How can we build wellbeing through Leadership?

STEP
3

Design It To Suit Your Culture

A genuine wellbeing program should be one that suits your organisational culture. There can be no 'cookie cutter' approach and any in genuine elements will only serve to erode employee trust and engagement. For a wellbeing program to resonate with your employees it needs to align with your unique culture.

Gather information to help you decide what your program should look like:



- ✓ Are there areas that need immediate attention? For example, are you already aware of stressful conflict, commute issues, family issues, stress or substance abuse?
- ✓ Speak to your employees and ask them what they need. For example, would they appreciate personal counseling better access to quiet lunch facilities, flexible work hours?
- ✓ Speak with Middle Management and gauge their current grasp of issues. Ask what they need in order to feel supported and confident to manage issues.
- ✓ Explore the diversity within your workforce. Are there issues that each group are already facing? If so, what do these issues look like and how can they be addressed?
- ✓ Do you already have resources available that can be used to address matters of priority?
- ✓ What existing communication tools do you have that can be adapted for use in a wellbeing program? E.g. internal news, tool box meetings, employee portal, quarterly forums.
- ✓ Suggest internal activities that fit your culture for example - encourage your team to try the Luemo [Meditation Podcasts](#) during breaks, try out the Luemo [Wellbeing Scorecard Challenge](#), introduce company funded health checks, walking meetings, lunchtime yoga, weekly morning fruit platters or a 'lunch and learn' series for employees with guest speakers.

STEP
4

Redesign Workplace Practices And Policies For Success

Important areas for review are workplace practices and policies to ensure they support your employee wellbeing intentions. Remember, there may be some informal practices and policies that also need review. Be transparent and show employees that you are taking their concerns seriously by documenting all practices and policies and communicating with the team.



Things to do:

- ✓ Do your employees understand the current workplace bullying, discrimination and sexual harassment policies? Are they well trained in these areas and do they respect the practices that have been implemented? Does management genuinely understand and deal with disrespectful workplace behaviour effectively?
- ✓ Do you have other formal policies and practices need to be updated or a changed? For example, do you need to be more explicit about parental and family leave to communicate the benefits and accessibility for parents and others with family caring responsibilities?
- ✓ Can you think of new policies and practices that should be introduced to support your wellbeing design? For example, do you need to look at formally introducing a process for employees who may be seeking flexibility in work hours or provisions to work from home?
- ✓ Do you need to review job design or hours of work? For example, do some people have too much work to do? Are some people working in physically unpleasant or harsh conditions? Do people have the right training and right level of input into the way they do their job?
- ✓ Do you have unwritten practices that are detrimental to good workplace productivity? For example, do your staff commonly work excessive hours, send/reply to emails from home or late at night? Are work social events based around alcohol?
- ✓ Do you need to rethink how communication works inside your organisation? Is business communication frequent and transparent? Does management communicate regularly and respectfully with employees? Are employees given the opportunity to provide their thoughts and suggestions?

STEP
4

Redesign Workplace Practices And Policies For Success *(Cont.)*



✓ How can you integrate your wellbeing offering as part of the day-to-day operations of the business? Would a review of your recognition program make a positive difference? Could you identify and reward employees who make a meaningful contribution to the workplace? Can the wellbeing program be communicated during the onboarding process? Can employee wellbeing be formally included in management job descriptions and performance reviews? Can you regularly include wellbeing topics on the agenda at team meetings?

✓ Do your employees know they have access to Luemo Workplace Wellbeing portal resources and are they receiving their monthly newsletters? Ideally, every employee in your organisation should be included in your subscription.

STEP
5

Educate

An essential component of a successful wellbeing program is employee education. By normalising mental health and wellbeing you are empowering individuals to have increased understanding and management of their own wellbeing, which in turn develops empathy and confidence to support others. Education can be delivered in many forms, try these:

- ✔ Make information and material freely available and visible in the workplace, particularly in common areas and online. Your [Luemo Portal Resources](#) can be your cornerstone information go-to.
- ✔ Upskill Managers so they can recognise and address areas of concern. Ensure your managers know what internal resources and processes are available to address issues such as mental health concerns, workplace conflict, domestic violence or critical incident response resources. The Luemo portal has [Management Resources](#) to support this process.
- ✔ Share resources including articles, papers, links and websites.



- ✔ If your budget allows, investigate professional workshops and webinars to deliver information relating to mental health, resilience and support.
- ✔ Remember to add educational events to your yearly planner. For example, if your organisation participates in Movember this will be a good month to plan education regarding men's health.
- ✔ Use your Luemo articles as a reference point during team meetings to support wellbeing discussion topics such as:
 - ➔ [Understanding Mental Health](#)
 - ➔ [Staying Well and Build Resilience](#)

STEP
6

Introduce Mindful Giving

Making time to mindfully give is a way of developing gratitude which is an important element of wellbeing. When we 'give', we 'receive' in abundance. Giving supports gratitude and empathy, which in turn support the building of a workplace culture that is open and supportive. When teams 'give' together it promotes valuable connection. Consider the following when putting together a giving program:



- ✔ Develop a giving program that is not based on only giving money.
- ✔ Allow employees the opportunity to volunteer their time with a local charity
- ✔ Donate time or professional services on a pro bono basis.
- ✔ Look into the possibility of hiring disadvantaged individuals or providing work experience.
- ✔ Facilitate a workplace blood donation program.
- ✔ Volunteer practical help at a community event outside of work time, for example, offer to lead a weekend working bee at a local aged-care facility.
- ✔ Consider being involved in charity or community events that logically relate to your employees and give them some new benefit eg. educate, better habits, a skill, better connection. Check out the Luemo [Calendar of Community Events](#) for ideas.

STEP
7

Encourage Employees To Reach Out For Help

Educating your employees on recognising when to reach out for help is the first step, knowing how to reach out for help is the second. It is important that information is well communicated so that employees can easily and privately find information when they need it without having to ask.

Here are some options for supportive assistance that you may like to investigate:



- ✓ Provide information on what's available through public and private health avenues. For example, provide information on what employees may be able to access for free through their GP and Medicare, private health fund benefits, or how to find a psychologist or counsellor. The Luemo [Reaching out for Help](#) section details this information for you.
- ✓ Encourage employees to privately visit the Luemo [Let's Check In](#) section to gain a snapshot of their own wellbeing.
- ✓ Check out any local or specialist services that may be particularly suitable for your industry and employees.
- ✓ If your budget allows, you may consider company provided counselling. This is a confidential service provided by a third-party organisation and paid for by the employer. This generally involves tele-support for employees when they need it and follow up personal counselling.

- ✓ There are many free or low-cost community services available across Australia. Luemo has put together a handy list of reputable national and local services as a starting point for you and you can find it in the [Reaching Out for Help](#) section.
- ✓ Encourage managers and employees to read the Luemo article [Coping in Difficult Times - Supporting Others and Self-Care Strategies](#).

STEP
8

Have A Critical Incident Plan

A critical incident is any event that happens suddenly, in a threatening or drawn out manner and is usually considered overwhelming. Everyone deals with a critical incident differently and knowing how to cope with your emotional reaction is important when taking care of personal wellbeing.

Consider these points:

- ✔ Look back at previous critical events (if any) and assess how they could affect your organisation in the future if they were to happen again.
- ✔ Ensure the senior leadership team are educated on potential incidents and ask for their input to develop best practice responses.
- ✔ Devise a leadership plan of action in the case of critical incidents, highlighting the wellbeing response.
- ✔ Consider creating a relationship with a professional critical incident response supplier. A professional provider will assist you with various levels of response that may be required – from information and support for management, through to onsite counsellors
- ✔ Review the Luemo resource [Management Response to Critical Incidents](#) with the management team and use this as a basis for your preparation.



STEP
9

Get Your Annual Planner Together

In order to secure employee engagement, make sure you have your project list documented and a yearly planner ready to go. By creating a 'wellbeing calendar' employees can prepare and participate in planned events. A calendar will ensure you don't miss important dates or opportunities - for example, National Mental Health Week. So, jot down all of your ideas, grab a large wall planner and start marking out key events, for example:



- ✓ Include social traditions you already have in your organisation and highlight them on your calendar, for example local fun runs, team celebrations or national dates like Anzac Day.
- ✓ Ask your team what community based mental health and wellbeing events they would like to participate in? For example, Mental Health Week, RUOK? Day, Movember or the Mother's Day Classic walk for breast cancer.

- ✓ Plan dates for educational workshops and look at combining them with other organisational workshops or presentations that are already planned to make the most of time together.
- ✓ Check out the Luemo [Challenges and Events](#) section. You might like to get a team together and schedule in the [Luemo Wellbeing Scorecard Challenge](#), or, get inspiration to join community events.

STEP
10

Engage With Your Employees

After all your great planning, celebrate your wellbeing program by launching it to the team. It is paramount they understand your organisation values their individuality and wellbeing. Once launched, continue to communicate on a regular basis to keep the energy and support flowing.

You can try these things:



- ✔ Celebrate with a launch that outlines the wellbeing program, explains the calendar of events and invites the team to get involved.
- ✔ Use various forms of media to keep the team informed including, emails, social media, intranet, memos and flyers and ensure the information is updated regularly.
- ✔ Include program updates and wellbeing topics on team meeting agendas.
- ✔ Source contacts at community-based organisations to access free or low-cost posters, resources and other methods of communication to inform your staff of upcoming events, for example, contact RUOK? Black Dog or Movember for resources well in advance.
- ✔ Make sure employees feel valued and involved. Communicate the outcome of events and be sure to post updates and photos on company intranet and social media sites.
- ✔ Use your newly revised recognition program to congratulate employees who contribute to your wellbeing program and participate in events.
- ✔ Ensure all of your employees receive their monthly Luemo Wellbeing [Newsletters](#) to keep up momentum and encourage them to revisit the [Luemo Wellbeing Portal](#) and engage in the resources.
- ✔ Encourage employees to follow Luemo on social media for weekly tips.

Well done.

Congratulations and well done to you for taking the time to build a structured approach to employee wellbeing. At Luemo, we love hearing how our customers are approaching employee wellbeing and sharing their stories. If you would like to get in touch for extra support or to share your journey please [Contact Us](#).