



# WELLBEING HUB

## DEPARTMENT OF INTERNAL AFFAIRS

The Department of Internal Affairs (DIA) is committing to its wellbeing journey from the top down.

To mark the beginning of this journey, DIA has introduced a number of resources to promote the importance of positive mental health and wellbeing.

These resources are:

- > Wellness Roadmap
- > 1840 (intranet) Wellbeing Hub
- > Wellbeing video from Chief Executive, Paul James.

## Background

Health, safety and wellbeing had become more of a compliance exercise at DIA. The organisation, while still ensuring the importance of health and safety, has taken a heart and mind approach to engage with staff, and has shifted the spotlight to the wellbeing of their people.

## The goal

DIA's goal is make their organisation a place where people feel they have permission to bring their whole selves to work.

They want their workplace to be:

- > positive, healthy, safe and caring
- > a place that supports behaviours around self-care and positive mental wellbeing
- > a place that takes a fair, empathetic approach to distress, addiction or mental health issues in the workplace

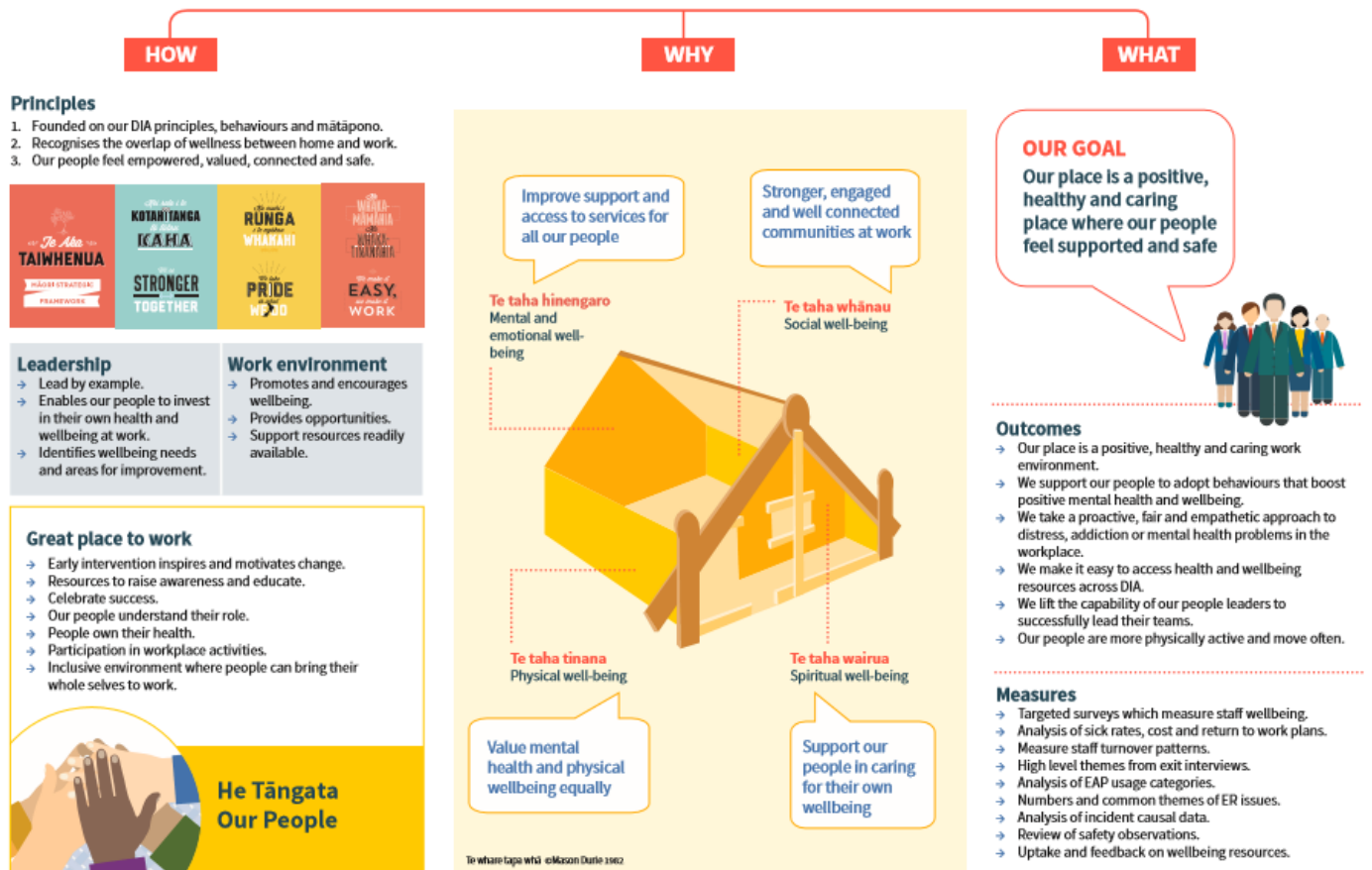
- > a safe space where people feel they can discuss mental wellbeing openly and access support
- > a place where our people are encouraged to move often and be physically active.

## The Wellness Roadmap

To help support culture and wellbeing, DIA developed a Wellness Roadmap, based on the Te Whare Tapa Whā health model.

Te Whare Tapa Whā acknowledges that health is multi-dimensional, interconnected, and promotes self-care. It's founded on the concept that our health is shaped by the complex interaction between our environment, individual life circumstances and experiences, our body's physiology and resilience levels.








## DIA Wellness Roadmap 2018 – 2020



## 1840 intranet – Wellbeing Hub

DIA developed a new Mental Health and Wellbeing Hub on their intranet, 1840.

The Hub is full of resources, training and support structured around the Mental Health Foundation's Five Ways to Wellbeing, as well as support specifically aimed at people leaders.

<p><b>Connect</b></p> 	<p><b>Give</b></p> 	<p><b>Take notice</b></p> 
<p><a href="#">Whakahoki kōrero Your feedback</a></p> <p><a href="#">Employee Assistance Programme (EAP)</a></p> <p><a href="#">Culture - we create our Spirit of Service</a></p> <p><a href="#">Public Service Association (PSA)</a></p> <p><a href="#">Social Committee &amp; Networks</a></p> <p><a href="#">'Let's talk about mental health' - article</a></p>	<p><a href="#">He Iti Kahurangi - Celebrating our People (awards, recognition)</a></p> <p><a href="#">Health &amp; Safety awards</a></p> <p><a href="#">Payroll Giving</a></p> <p><a href="#">Celebration Weeks</a></p>	<p><a href="#">Mental Health Awareness Week</a></p> <p><a href="#">Wellbeing Week</a></p> <p><a href="#">Flu vaccinations</a></p> <p><a href="#">Vision care</a></p> <p><a href="#">Speaking up</a></p> <p><a href="#">Building an inclusive workplace</a></p>
<p><b>Keep learning</b></p> 	<p><b>Be active</b></p> 	<p><b>Support - leadership</b></p> 
<p><a href="#">What to do when someone needs help</a></p> <p><a href="#">Five Ways to Wellbeing toolkits</a></p> <p><a href="#">Mental Health Pocketbook: Quick Guide</a></p>  <p><a href="#">Guide: Maintaining Mental Health &amp; Wellbeing</a></p> <p><a href="#">Mental Health Foundation: Toolkit for Employees</a></p>	<p><a href="#">DIA Sports teams &amp; funding</a></p> <p><a href="#">Smoking cessation</a></p> <p><a href="#">Gym membership discounts</a></p> <p><a href="#">Health insurance</a></p>	<p><a href="#">What to do when someone needs help</a></p> <p><a href="#">Face to Face training: Leading well, Creating Positive Environments for Wellbeing - the what, why and how</a></p> <p><a href="#">Open Mind: For Employers</a></p> <p><a href="#">Guide to Mental Health for NZ Leaders</a></p> <p><a href="#">Mental Health Foundation Tool Kit for Managers</a></p>

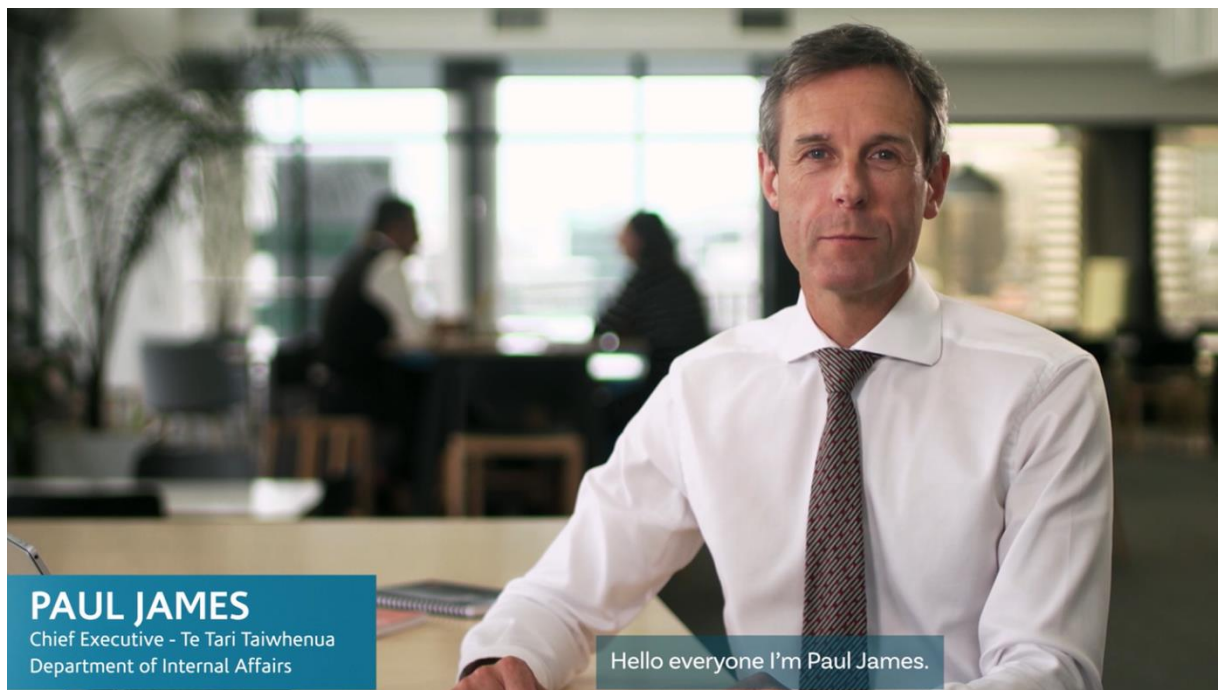
## Mental health and wellbeing video

DIA Chief Executive, Paul James, filmed a video for all staff talking about mental health and wellbeing in the workplace.

“Normalising the conversation helps people to become comfortable talking about mental health and wellness publicly.

“In the video below, I am proud to reiterate that it is okay for us to talk about these issues in our organisation, and that ensuring everyone feels safe, supported and happy at work is a priority for myself and the rest of our leadership team. It’s about looking out for ourselves and for each other, so we can continue to make New Zealand better for New Zealanders” says Paul.

<https://www.youtube.com/watch?v=VWXPDC5FvEs&feature=youtu.be>



## Keys to success

DIA says that there are three key points to the successful implementation and uptake of the new initiatives.

- > Mental health and wellbeing has been woven into their culture and strategy, it's just 'the way we do things at our place'. Part of this means encouraging behaviours – doing something! – and basing the call to action around the Five Ways to Wellbeing.
- > The information and resources are relevant and accessible to everyone.
- > The approach is interwoven with existing activities such as the pulse surveys they run with staff – Whakahoki kōrero/Your feedback. It also aligns with the work that's being done by the Government Health & Safety Lead, and was covered in the August Government Mental Health & Wellbeing at Work conference.



At Te Tari Taiwhenua, we take a 'continuous listening' approach to gathering feedback from our people, having moved away from running an annual engagement survey.

We approach feedback with our people in this way because it enables:

- **Increased flexibility** – we can dig deeper into hot topics and trends as they arise, rather than waiting for the annual survey
- **Internal benchmarking** – we can compare and contrast feedback against internal markers
- **Responsiveness** – we can report back on feedback results in a timely manner.



### How Whakahoki Kōrero Your Feedback works

A short, confidential survey is regularly emailed to everyone in DIA. It is open for a two-week period.

The surveys only have a few questions, take just minutes to complete, and are adaptable so that hot topics can be covered as they arise.

The month following the survey, findings and trends are reported back to the organisation, along with any actions resulting from the feedback.



### Provide your feedback – here!

- September survey now closed, stay tuned for results
- October – reporting back
- 21 January - 1 February 2019 – Whakahoki Kōrero Your Feedback Survey 2 – Ways of Working (your working environment) & Wellbeing Survey
- February/March – reporting back

### Key findings

Key findings will be listed here after the surveys have been completed. Watch this space...

**FINDINGS:**  
**September 2018**  
**survey**



### Your privacy matters

Your privacy is important to us. Any information you provide will remain anonymous and cannot be used to identify you. Data will be collected and stored securely and will not be shared except in aggregate form.

### How are we doing?

Email feedback, questions or ideas to [Our.Place@dia.govt.nz](mailto:Our.Place@dia.govt.nz).



## More information

For more information relating to this case study please contact Robert Jenkins, Principal Advisor – Health, Safety & Wellbeing:

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