



The Workplace Wellness Conference 5-6th September 2017

Who is responsible for Wellbeing at Work?
A case study from Australia Post

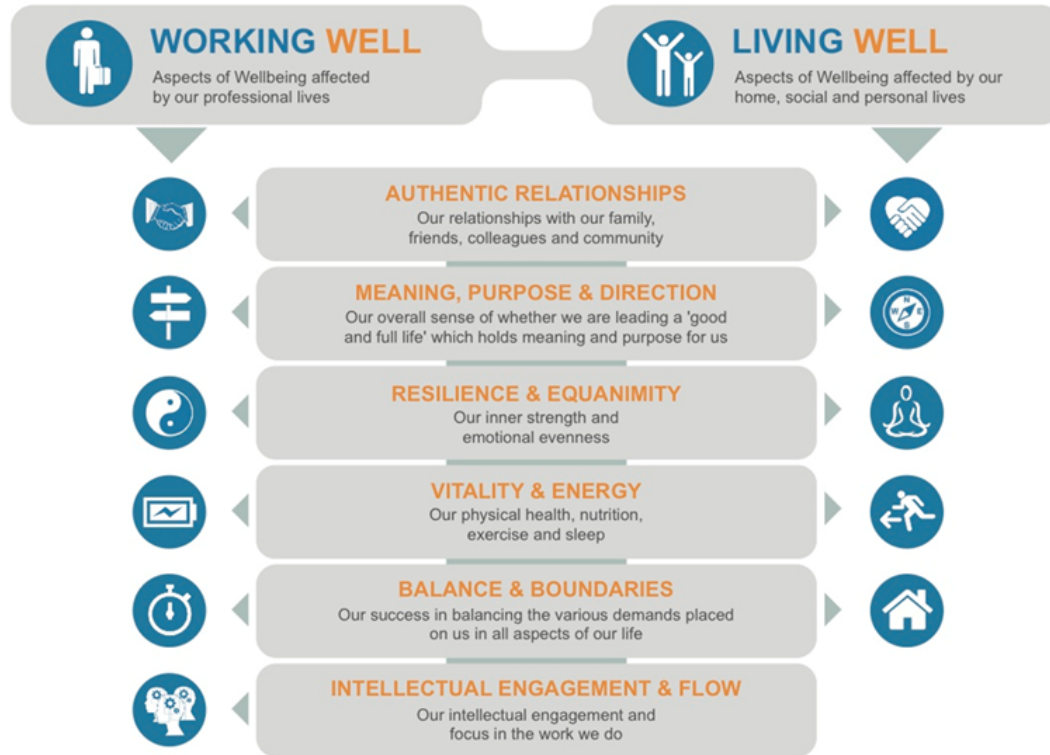
Andrea Pearman & Karen Gillespie



MEWS
MANAGERIAL EXECUTIVE WELLBEING SURVEY

EEK & SENSE

The MEWS Framework



Who is responsible for Wellbeing?



The MEWS Reports



PERSONAL WELLBEING REPORT

Sandy Sample
16 Feb 2016



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TEAM WELLBEING REPORT

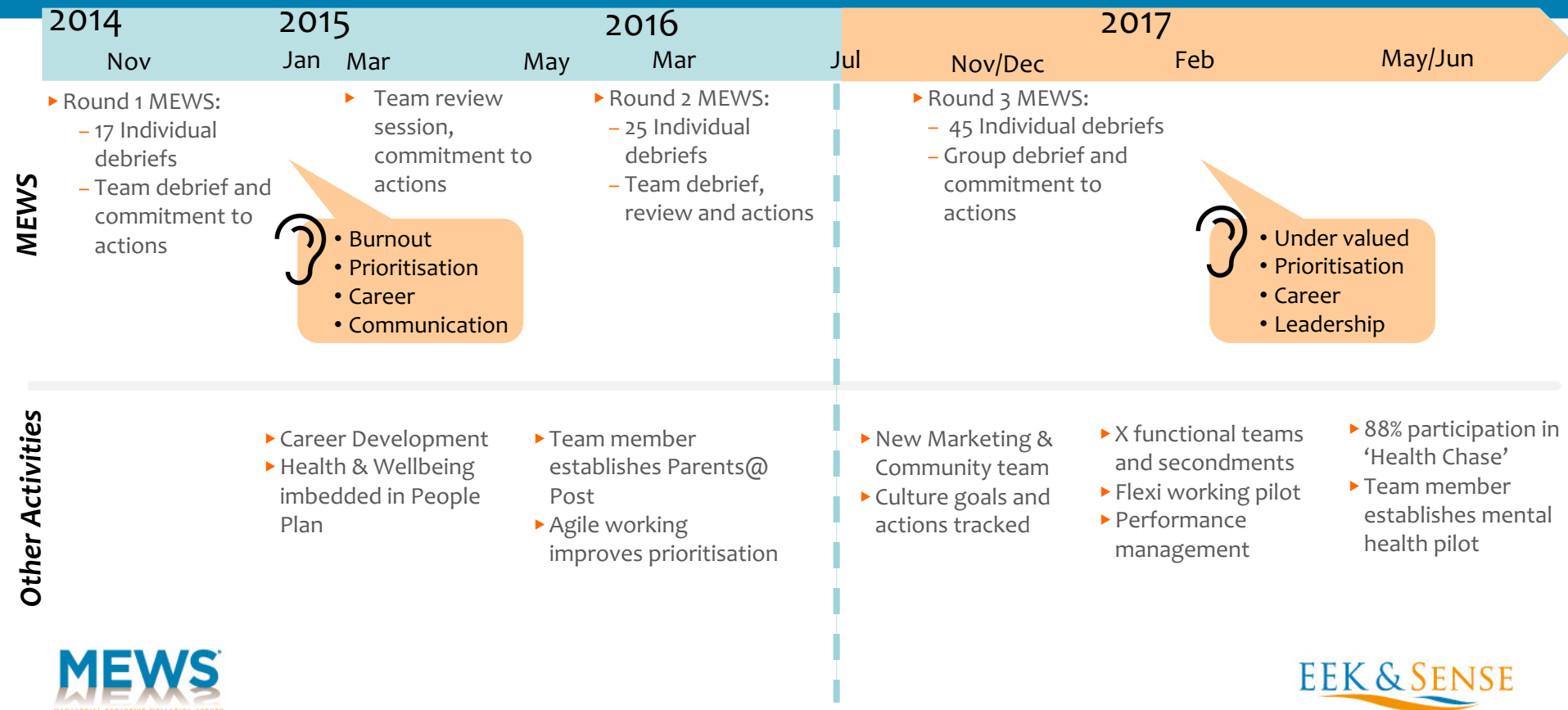
Troubled Inc
Executive Team
18 Feb 2016



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The Wellbeing Journey and Spin-offs



Impacts of the program – individual

The wellbeing program has:

- Been of personal benefit (97%)
- Prompted positive changes to enhance my wellbeing (89%)
- Made me feel more supported (85%)
- Made me feel more able to perform at best (73%)
- Increased my engagement & motivation (73%)



Impacts of the program – individual

I've given myself permission to switch off my phone at home

It prompted me to seek professional support for some personal issues I was experiencing

I put up my hand for more responsibility in an area that I was experienced in but concerned I wasn't 100% qualified for. In my MEWS debrief, my thinking was challenged and I realised I was stopping myself progressing

Able to be more open about wellbeing and mental health

Realisation that the business takes our wellbeing seriously

Making me responsible for my personal wellbeing

Impacts of the program – Team

The wellbeing program has:

- Built shared accountability for wellbeing in the team (87%)
- Prompted greater openness and support in the team (79%)
- Increased resilience and wellbeing in the team (77%)
- Made it easier to raise issues and concerns in the team (76%)
- Had a positive impact on my team's performance (64%)



Impacts of the program – Team

Strengthened relationships and level of support and care for each other

Able to talk more openly, particularly around mental health

Bringing people together to discuss common concerns / challenges. I think it has the potential to reduce feelings of isolation by making people realise that whatever they are feeling / thinking / doing in relation to wellbeing, there is almost certainly someone else in the same boat

Greater appreciation for people's health and putting this as a priority

Feeling that we have permission to act differently for our own wellbeing

Openly communicate and share concerns but also celebrate good progress

Lessons / work in progress

What worked well

- Take an individual (and team) approach - personalises it
- Engage the team and leaders in the process, actions and decisions
- Role modelling, getting involved is key
- Match the program with real time benefits e.g. flexible working policy; opportunities to grow
- Data – aggregated team data revealed 50% of the team felt under-utilised and that they had more to offer!



Lessons / work in progress

What we can improve/lessons

- Timing of events – has to work in with workload to have right frame of mind
- It can create some personal disruption - some people will need more support so be ready for that
- More follow –up / check ins to re-engage and keep it top of mind
- More formalised accountability for the agreed actions
- More tools /resources /activities / education / celebration

Who is responsible for Wellbeing?



Contact us.....

Karen Gillespie

Founder & Co-author of MEWS

EEK & SENSE

Karen@mewswellbeing.com.au

0412 744167

Andrea Pearman

GM Marketing & Community

Australia Post

Andrea.Pearman@auspost.com.au

0467 817481