

# 07

## WHAT'S EVERYONE ELSE DOING?



A healthy workplace is good for business

# CASE STUDY – TASPORTS



TasPorts is a registered, private company, fully owned by the Tasmanian Government. It is responsible for the management of 12 Tasmanian ports, including major ports in Hobart, Devonport, Bell Bay and Burnie. A number of regional ports around the state, as well as the Devonport Airport, are also managed by the company. The company was created in 2006 after an amalgamation of the previous four port companies that operated across Tasmania. TasPorts employs 269 workers across the state, with over 65% of employees in operational or blue-collar positions.

While TasPorts had offered a health and wellbeing program for its employees since 2007, it was felt that this program was due for a review. The same model had been used for several years, and uptake by staff was declining. For example, the program offered a free fruit bowl in lunch rooms; however, the fruit lacked variety and appeal and was often of poor quality. Subsidised gym memberships were also offered but these memberships had minimal uptake.

Towards the end of 2011, TasPorts sought help from WorkCover's Health and Wellbeing Advisory Service to reinvigorate their program. Advisor Cameron Blight met with TasPorts to discuss the program currently in place and to discuss a new way forward.

The first step was for TasPorts to conduct a survey to find out what their employees really wanted in a workplace health and wellbeing program. This was conducted in November 2011. Employees were given an anonymous survey to complete in either email or hard copy format, and the survey was also available on the company's intranet site to ensure all employees had access. Approximately one third of employees responded.

The results of the survey indicated that TasPorts had been doing some things well, but there was room for improvement in other areas.



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Physical activity topped the list as the most important aspect of health and wellbeing, closely followed by nutrition and mental health. Only 13% of respondents reported being smokers, but almost all of these were very keen to receive information on helping them to quit smoking.

Based on the results of the survey, recommendations were outlined to improve the program. These included:

- to supply information and opportunities to participate in activities around healthy eating, physical activity, mental health and smoking cessation
- to review the fruit supply, aiming to increase the variety and quality of fruit currently on offer
- to extend the current gym membership program to meet geographical needs
- to increase the emphasis on mental health, as this had very limited exposure in the current program
- to remove some existing programs which provided little value.

Employees were generally happy with the offer of free flu vaccinations and annual health checks and felt these should continue.

WorkCover also provided TasPorts with other suggestions to consider along with the survey results, such as implementing a health and wellbeing working group – allowing greater ownership of the program amongst employees – and the potential of considering flexible working hours in order to accommodate participation in programs.

The updated health and wellbeing program was launched in conjunction with the CEO's Quarterly Update, which was conducted around the state in February 2012. Each employee was given a health and wellbeing 'show bag' which contained a survey summary, a list of all gyms providing discounts to TasPorts employees, corporate partnership information with Bupa, an events calendar highlighting events where TasPorts supports employees by paying their entry fee, flu immunisation dates, a quit smoking program, water bottle, hat, frisbee, pen, notepad and fruit. This helped to increase engagement with staff and ensured that all employees knew about the new program and its offerings.

With the core health and wellbeing program now in place, TasPorts will now work on fulfilling the recommendations from the survey, and seek to engage staff further in the program, especially staff in regional sites. Information on the program is now mentioned in the induction process for new TasPorts employees, and work is currently under way to redevelop TasPorts' intranet site, which will include an updated health and wellbeing section.

The program will be reviewed in 12 months.

'We recognise the significant benefit good health and wellbeing has for our staff and our business. Our people are our greatest resource, and if we can assist them to achieve or maintain good physical and mental health, then everyone benefits. We're really pleased to offer a well-rounded program that is based on the needs of our people and in the locations they live and work. We'll continue to grow our program and listen to and respond to the needs of our people.'

– Suzie Jones  
General Manager, People and Safety



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