



ACT
Government

healthier
work

HELPING PEOPLE AND
BUSINESS THRIVE

CASE STUDIES 2017-18

RECOGNITION

ACTEWAGL RETAIL

160 staff

ActewAGL Retail was interviewed by Grosvenor Management Consulting on 21 May 2018 as part of a formal Healthier Work Evaluation. ActewAGL is the largest energy retailer in the ACT; 160 people work in the retail division in ActewAGL's headquarters in Civic.

ActewAGL has been registered with Healthier Work for almost 12 months, since being invited to one of Healthier Work's lunch sessions. Jane Corkhill and Kelly Elsley are ActewAGL's Healthier Work champions.

"The invitation to the lunchtime session has changed the way we do things here! Listening to Christine, Michael and the other champions showed us that being part of the Healthier Work program provides a range of benefits including access to great resources. Being in an office environment, we do occasionally need to reinvigorate the culture and keep wellbeing, health and safety at front of mind, and that's exactly what Healthier Work allows us to do. Healthier Work accreditation has become a KPI for us."

For ActewAGL, the value of the Healthier Work program has been to focus their enthusiasm for a healthier workplace.

"It's great having a partner organisation as a sounding board, and the six-monthly reviews result in a cohesive and consistent program of work. It's less insular. It's nice to get external confirmation that we are doing the right thing, as well as feedback on what could be better.

"Previously we risked overloading staff with initiatives. With Healthier Work we're still giving a monthly message on health and wellbeing, but our 12 month program is better structured – more focussed and fresh: you can tell because our health and wellbeing committee is more energised, participation has increased, and our feedback on activities has become much more positive."

As part of Healthier Work, participants have a seasonal calendar of activities, with a different focus in each quarter. Each quarterly topic is explored in depth through a range of activities and communications. ActewAGL has covered hydration and exercise; nutrition; personal safety and risk (including risks at home and outside work); and social and emotional resilience and wellbeing.

"They've all been successful. The seminar from Nutrition Australia was Healthier Work's suggestion, and it was really well received by our staff. Our posters on healthy habits really started conversations and got people opening up to each other and committing to ongoing improvements. It was very striking that as a result of our hydration challenge, one of our staff members who previously only drank sugary energy drinks now drinks two litres of water a day! We've introduced and embedded daily stretches across the teams – getting people to stand up and stretch was a real barrier at first, but now no-one's embarrassed and anyone sitting down tends to be the odd one out. All these small things add up to a change in our culture."

