



TEAM WELLBEING IS THE FIRST PRIORITY

National Healthcare Services | National Nursing Agency | National Community Care – 100 staff

For more than 20 years, National Healthcare Services, National Nursing Agency, and National Community Care have been providing quality care throughout the Canberra region to major hospitals, nursing homes and within the community.

“The Healthier Work program was a no-brainer for us!” says Lisa Walker, the agency’s Managing Director. “It has provided us with many resources to ensure we can look after our team holistically.”

The National Nursing Agency puts their team first with around the clock support and onsite visits to check in on staff health and wellbeing.

Sometimes it’s the smallest gestures that get the best results, such as celebrating life milestones with flowers and goodies, or dropping in for a cuppa and a chance to chat. Being an organisation open to staff feedback is a big part of their approach to workplace health.

“For the past two plans we have promoted self-care, which has resulted in our team knowing their boundaries and speaking up when they feel they need a day off or making suggestions to improve anything and everything,” explains Lisa. “The team is more engaged, with some requesting to address the team in meetings about topics they’re passionate about.”

This collaborative and caring approach means staff feel valued and appreciated, with noticeable boosts in team morale, reduced sick leave and proactive engagement in healthy initiatives.

The agency’s health and wellbeing plan is comprehensive to make the most of the resources available to them. They provided staff with massage balls and water bottles to help them through the busy, hot Christmas period. Plus they offer prizes for their annual pedometer challenge, as well as education sessions on a variety of requested topics, including healthy eating tips for shift workers from Nutrition Australia.

“We also entered a competition and won a visit from the Chobani van to spoil our team with free and healthy yoghurt and dips,” says Lisa.

“With a few simple and easy changes to our team, we have moved forward in leaps and bounds,” says Lisa. “So much so, our team has increased in size by 30-plus employees in the last 12 months!”

