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HELPING PEOPLE AND
BUSINESS THRIVE

CASE STUDIES 2017–18



NATIONAL NURSING AGENCY | NATIONAL HEALTHCARE SERVICES | NATIONAL COMMUNITY CARE

100 staff

The National Nursing Agency | National Healthcare Services | National Community Care was interviewed by Grosvenor Management Consulting on 17 May 2018 as part of a formal Healthier Work Evaluation. The National Nursing Agency | National Healthcare Services | National Community Care is a family-owned and run business in the ACT which provides nursing staff and carers as contractors to hospitals and other medical facilities. They currently have 100 contractors on their books.

Natashia Telfer is the National Nursing Agency (NNA), National Healthcare Services (NHS) and National Community Care (NCC) Healthier Work champion. She says that Healthier Work has helped National to make a meaningful connection with their contractors.

“Our weakness was that we were so separated from our team and didn’t see them,” says Natashia. “We have flipped that. Healthier Work is a good way of reaching out.”

Not only that, but Healthier Work has had an impact on National’s relationship with their clients and on their clients’ workplaces.

“We go out to client facilities to visit staff, and we compile quick service guides to help new staff to get used to those facilities and settle in. It lets us get to know our clients, too. We have distributed mental health and emotional wellbeing information packs at our client sites. Things like beyondblue have had a much wider impact, because our clients, which include hospitals, have hundreds of employees in their own right, and they all see these too.”

National employees have received water bottles, keep cups, massage balls, hula hoops and other material help for their initiatives from Healthier Work, and benefitted from the suggested annual activity schedule sent by Healthier Work.

“We’ve learned that the seasonality of the activities is important, and so Healthier Work’s suggested calendars of initiatives have been very useful – and as various things have become embedded in our culture, we’ve begun to improvise more with initiatives,” explains Natashia. “We started doing Christmas in July and inviting all our employees and their loved ones as a result of Healthier Work and our December Christmas function is always extended to our team and their immediate families. We do it with a healthy focus: outdoor activities and no alcohol. Some changes are ingrained: we distribute pedometers and do walking challenges every year, and now, if there are any movies out with a healthy angle then we’ll all go to see them.”

As a business that provides contract labour, Healthier Work’s impacts on morale at National have had important and beneficial consequences for the company:



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“Healthier Work’s impacts on our staff have shown through in our work. We’ve become first preference with many of our clients – they say our staff are the happiest among all our competitors, and so they want to work with our team. Sick leave is down significantly, and the rate at which our employees make themselves available for shifts has increased significantly, which is very important for our business, and our team are now referring their friends to us, recommending us as a good employer to work with. Our team has nearly doubled in size since joining Healthier Work and I believe this is because of the culture we foster. Our number of claims for workplace incidents has come down from two claims per quarter before joining Healthier Work to one claim in the last three years.”

