

# HEALTHIER WORK

## EVALUATION



Healthy Eating



Be Active



Social and  
Emotional Wellbeing



Reduce Alcohol Use



Smokefree

## Progress Report 1

### April 2012



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## INTRODUCTION

This initial Healthier Work Evaluation Progress Report to the Healthier Work Evaluation Steering Committee, ACT Health, ACT Government outlines the key planning and evaluation activities undertaken by the Miller Group (the Evaluators) from inception of this evaluation to mid April 2012.

Much of the initial period has been spent in working with the Healthier Work Team (the Team) and with the Steering Committee on planning and developing key elements of the evaluation for Healthier Work. In particular this has involved ensuring that the planning phase takes into account, and is linked to, the evaluation. With these fundamental elements carefully thought through and in place before the evaluation 'proper' commences, there is a much greater likelihood that both the implementation and the evaluation will be of high quality and will progress more smoothly.

## OVERVIEW OF EVALUATION OUTPUTS

While significant and important progress has been made in the planning phase of Healthier Work, overall progress, for a range of reasons, has been slower than originally anticipated.

Three Team members were recruited in early 2012 and Healthier Work (the Service) was launched by the WorkSafe Commissioner as a service of the ACT Government in May 2012. Following the launch the Team worked closely to review all of the tools that would be made available to workplaces in the ACT and to complete the planning process for the service including the Strategic and Annual Plans and the Communication and Marketing Plan.

During this planning and early implementation phase the Evaluators developed and worked on the following key documents and resources in support of Healthier Work:

- the Evaluation Plan - including the Logic Model
- the design of the Process Evaluation for Healthier Work, an overview of the Quality Assurance process (see Attachment 1), input into the design of the Workplace Visit Checklist and critical elements of the Healthier Work Database that will be used in mapping progress, tracking the inputs and outputs of the program, and importantly, determining the sample for the component of the evaluation that will be Mapping the Change Story
- all evaluation tools including:
  - Reflections for Team and ACT Health
  - Survey for Team
  - Interview schedule for Advisory Group
  - Interview schedule for Management Group
  - Interview schedule for Employers
  - Focus Group for Employees – Initial Impact
- Ethics approval submission for employee focus groups to the ACT Health Research Ethics Committee, Survey Resource Group Sub Committee and Low Risk Ethics Sub Committee. (The outcomes of the ethics process will be known by 26 April).<sup>1</sup>

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<sup>1</sup> See below – Table 1- Quarterly Activities

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## OUTPUTS OF HEALTHIER WORK

As outlined above Healthier Work was launched in May 2012 and planning and early implementation occurred for the following six months. During this phase the Team also conducted a range of promotional activities including stalls at Expos, workplace presentations and information sessions with potential participants. This effort was directed at raising the profile of the Service.

The Team commenced workplace visits towards the end of 2012 however the rate of uptake for the Service was initially slow. Seventeen of the 114 workplace visits (14.9 per cent) recorded at the time of this Report were conducted in 2012, with the great majority 97 (or 85 per cent) being conducted in 2013.

This is not surprising, given the time required to build momentum from advertising campaigns, media releases, word of mouth and promotion through industry associations and other important mechanisms developed by the Team to promote their work. It also allowed for good practice planning to occur in advance of wide scale implementation, and allowed the Team time to establish strategies such as the use of an Incentive Scheme for small businesses, one of the workplace groups targeted by Healthier Work.

At this stage the Summary Report from the database provided by Healthier Work (18 April 2013) indicates that the 114 workplaces visited had varied across industry sector and size. Because the incentive scheme (discussed below) has been most attractive to smaller workplaces, they tend to be overrepresented in the initial data collected, however the Team has also visited, and begun support work, with medium to large workplaces including Manufacturing, Construction and Information/Media.

The outputs of these visits will be monitored through the Process Evaluation and through the impact evaluation of those workplaces that are included in the Mapping the Change Story sample. At this stage it is too early to determine whether these initial workplace visits have led to any workplace change as, to date, no follow up visits (6 monthly) have been conducted.

## INCENTIVE SCHEME

In February this year (2013) the ACT Small Business Healthier Work Incentive Scheme was launched and this has had considerable impact upon the workload of the Team. At the time of compiling this report the Team had conducted 97 site visits as a direct result of interest in the Incentive Scheme.

The Incentive Scheme requires workplaces to apply for incentive funding and participate in a workplace visit with a member of the Healthier Work team. This process has led to 71 Incentive applications as a result of workplace visits.

The Evaluators will incorporate the impact of the Incentive Scheme on the overall outputs of the Service, and will also take this factor into consideration in the determination of the sample of workplaces participating in the evaluation.

The Incentive Scheme has clearly had an immediate impact on the number of (small) workplaces that have made initial contact with the Team, *and* given consideration to the implementation of workplace health and wellbeing programs and activities. It will be important when analysing the data to identify the extent to which, if at all, those workplaces that took advantage of the Scheme, also demonstrate higher and more

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sustained levels of employee participation and, as a result, deliver more effective and longer term outcomes, than similar workplaces that chose not to participate.

The Evaluators have only recently received the Healthier Work Database for review. The database will inform the sampling of representative workplaces -as agreed in the Evaluation Plan.

A detailed analysis of the Service outputs captured in the Database will be included in the subsequent Progress Report.

From this point on particularly it will be critical that the Evaluators work as closely as possible with both Team and the Contract Manager, and have regular access to the updated Database so that any potential process improvements can be identified quickly and feedback to the Team for discussion, and, if appropriate, change.

It is equally important that, through the Contract Manager, any other process changes identified in the stakeholder consultations identified

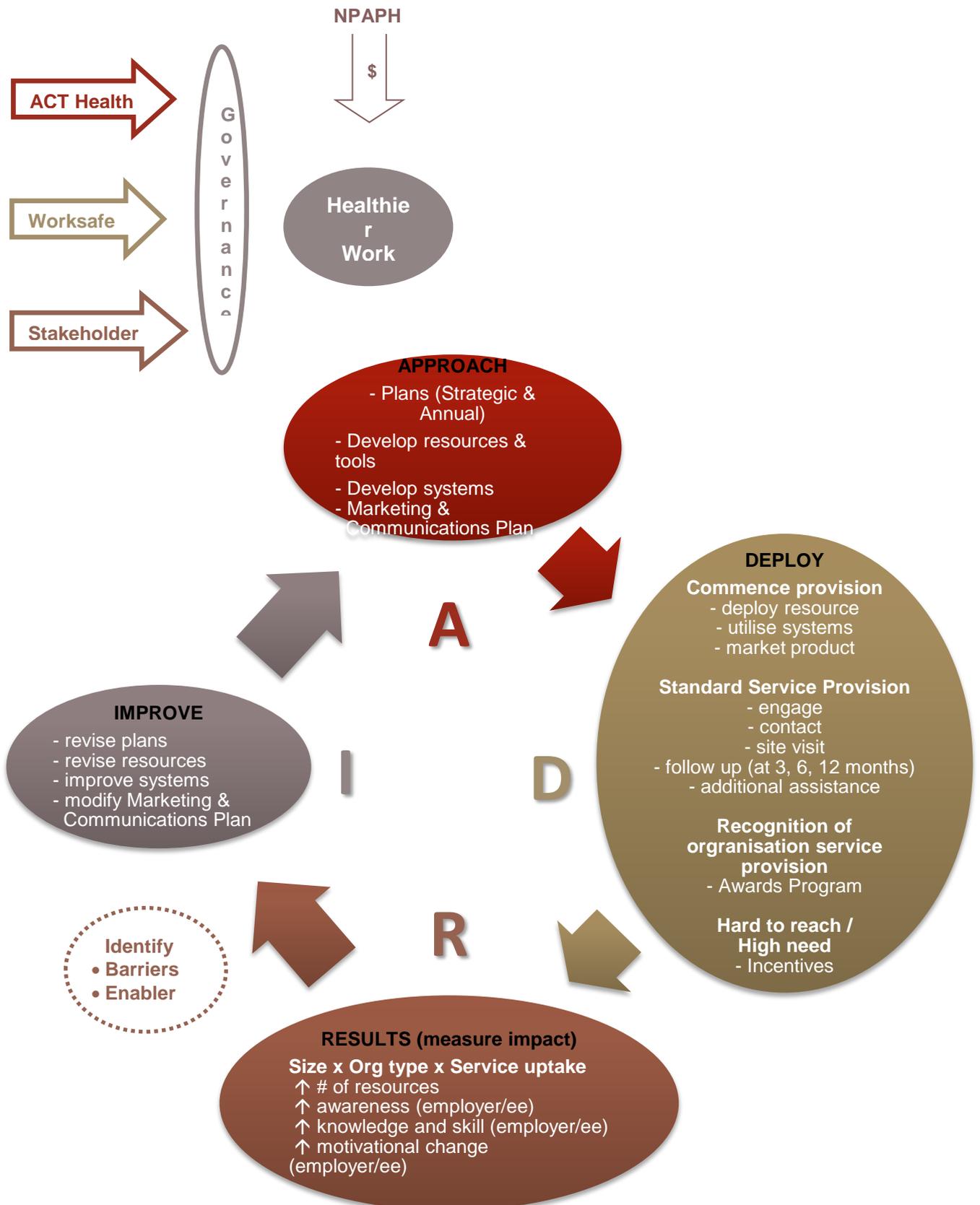
A session has been set aside in mid-May for the Evaluators to work with the Healthier Work Team and with the Contract Manager on the success of the Service to date, to reflect upon any areas for process improvement, commence the design of the Annual Survey for the Process Evaluation and to gather feedback from the Team on the sample for the Mapping the Change Story.

**TABLE 1**  
**QUARTERLY ACTIVITIES**

Date	Activity	Inputs	Outputs
24 July 12	Initial meeting	All Healthier Work documentation	
31 July 12	Tasmanian visit	Libby to Tasmania	Feed outcomes
6 Sept 12	Program Logic Model Workshop	Power Point	
	Developed Draft Logic Model		Draft Logic Model
6 Sept 12	Advisory Group Consultation		
7 Sept 12	Stakeholder Workshop	Power Point	
7 Sept 12	Team meeting	Healthier Work team and MG	
13 Sept 12	Develop Draft QA Process		Draft QA Process – see attached
25 Sept 12	Meeting to review scope	Libby with Contract Managers	Incorporated in Evaluation Plan
26 Sept 12	Process Evaluation Support meeting	Robin with Adrian and ACT Health	Process Plan
Oct – Dec	Developed Draft Evaluation Plan		Draft Evaluation Plan
26 Oct 12	Data base meeting		
Nov 2012	Exit interview – Jenny Grey	Draft interview questions	Feedback and revision of tool
5 Dec 12	Healthier Work Steering Committee Mtg		
January 2012	Confirmed Evaluation Plan		Evaluation Plan approved
January 2012	Draft tools including: <ul style="list-style-type: none"> <li>• Reflections for Healthier Work Team</li> <li>• Reflections for key managers</li> <li>• Survey for Healthier Work team</li> <li>• Interview scheduler for Management Group</li> <li>• Interview schedule for Advisory Group</li> <li>• Interview schedule for Employers</li> <li>• Focus Group instrument for employees</li> </ul>		Draft tools for review and feedback
7 Feb 2013	Healthier Work Advisory Committee and Research Team Meetings	Approach to evaluation	
10 April 13	Ethics Application Submitted	All data	Submission to Survey Resource Group subcommittee and Low Risk Subcommittee of ACT HREC
11 April	Tools approved		

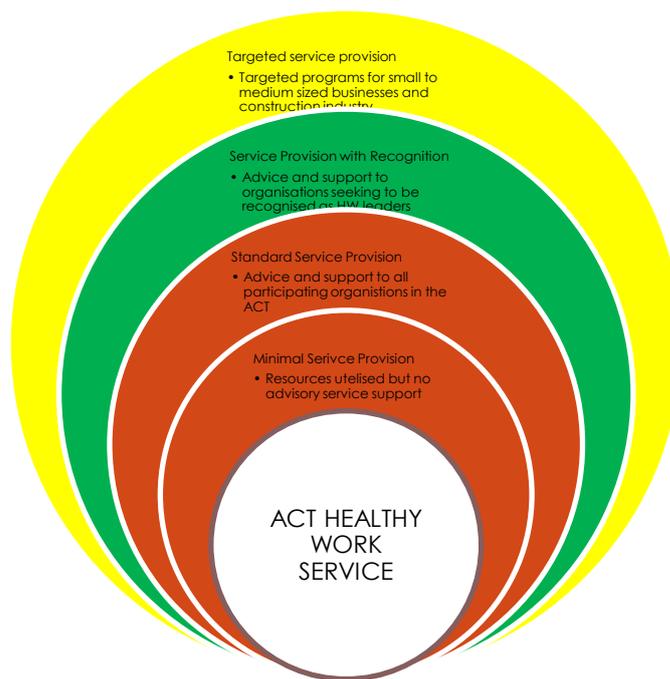
NB: not all activities have recorded inputs/outputs – this information has been included to identify key activity of the evaluators during the timeframe of the Progress Report.

# Healthier Work - Quality Assurance Process



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## QA Healthier Work Service Provision Levels



1. Minimal Service Provision – using resources only with no workplace visit
2. Standard Service Provision – workplace visits and follow up with resources as required
3. Service Provision with Recognition (Note: at this stage the Recognition scheme is not being pursued. When the Service has been in operation for longer and it can be determined whether establishment of a recognition scheme will be beneficial to the outcomes of the service.)
4. Targeted Service Provision (including incentives)

Which service level is taken up by which types of organisation?

What is the success of the program by type of service?

What were the most successful or valued tools and resources?

What were the pre-existing conditions for success/impact (from the Audit Tool or Checklist)?

For each service level we will need to measure impact by industry type (ANZSCO Occupation Groups) by organisation size (small, medium, large) by grouping (blue, white and pink)

- 01 Govt Admin & Defence
- 02 Prop & Business Services
- 03 Health & Community Services
- 04 Education
- 05 Retail Trade
- 06 Accommodation & Restaurants
- 07 Construction
- 08 Personal & Other Services
- 09 Cultural & Recreation Services
- 10 Transport & Storage
- 11 Manufacturing
- 12 Finance & Insurance

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- 13 Communications
  - 14 Wholesale Trades
  - 15 Utilities
  - 16 Agriculture, Forestry, Fisheries
  - 17 Mining