

Valuable investment in team success

National Healthcare Services | National Nursing Agency | National Community Care – 150 staff

The three companies provide carers and nurses to the Canberra community in hospitals and nursing homes, along with community care within client homes.

Carers work incredibly hard, often putting the needs of others before their own. That's why keeping National Healthcare Services, National Nursing Agency and National Community Care staff healthy is a priority for management and the benefits are truly priceless.

"We want to ensure we care for our carers," explains Lisa Walker, Managing Director of National Healthcare Services and National Nursing Agency. "This is important as the general burnout rate of all types of carers is far too high."

To make sure their health and wellbeing plan can provide the right level of support at the right times, they proactively and regularly survey staff.

"We ask our team for input on what they want through an annual survey," says Natasha Telfer, Managing Director of National Community Care. "We simply ask for three suggestions. This can be anything from prize ideas, social events, challenge ideas, or local charities we wish to sponsor that are close to the hearts of our team members."

This feedback helps them make modifications and tailor initiatives accordingly; often resulting in expansion of their Healthier Work plan each year.

"More recently we adjusted one of our less successful challenges to a 'stop it or swap it' 30-day challenge and it was a huge hit and the team has continued to talk about what they each will stop or swap for this coming year," says Lisa. "We also continued our family-focused Christmas party for five consecutive years now, which has seen attendance increase."

The companies know their commitment to a healthier workplace has paid off and become ingrained into their business ethos.

"Over the years our annual plan has become integrated into our everyday culture," says Lisa. "They say it takes 18 months to three years to change workplace culture and ours has certainly benefitted. Our team sick days have decreased, employee productivity has increased, and we have nearly doubled in size as our employees are referring others to join our team."

"Our team is constantly wanting to do social things as a group!" says Lisa. "This has been amazing as in our line of work we are often working independently alongside an already established team."

It has made such a big difference that they think it would be detrimental to stop offering a formalised health and wellbeing plan. In fact, Natasha says other businesses should think seriously about signing up.

"You have nothing to lose and so much to gain! This Healthier Work plan has been beyond invaluable to the worth and success of our team and the services we provide our community, and in turn, to those who receive our services," explains Natasha.



Platinum