



**The Pharmacy  
Guild of Australia**

# **Healthier Work Case Study**

**28 October 2022**

---

**PRESENTED BY ROCHELLE BURDGE**



# Acknowledgement of Country



The Pharmacy  
Guild of Australia





# The Pharmacy Guild of Australia

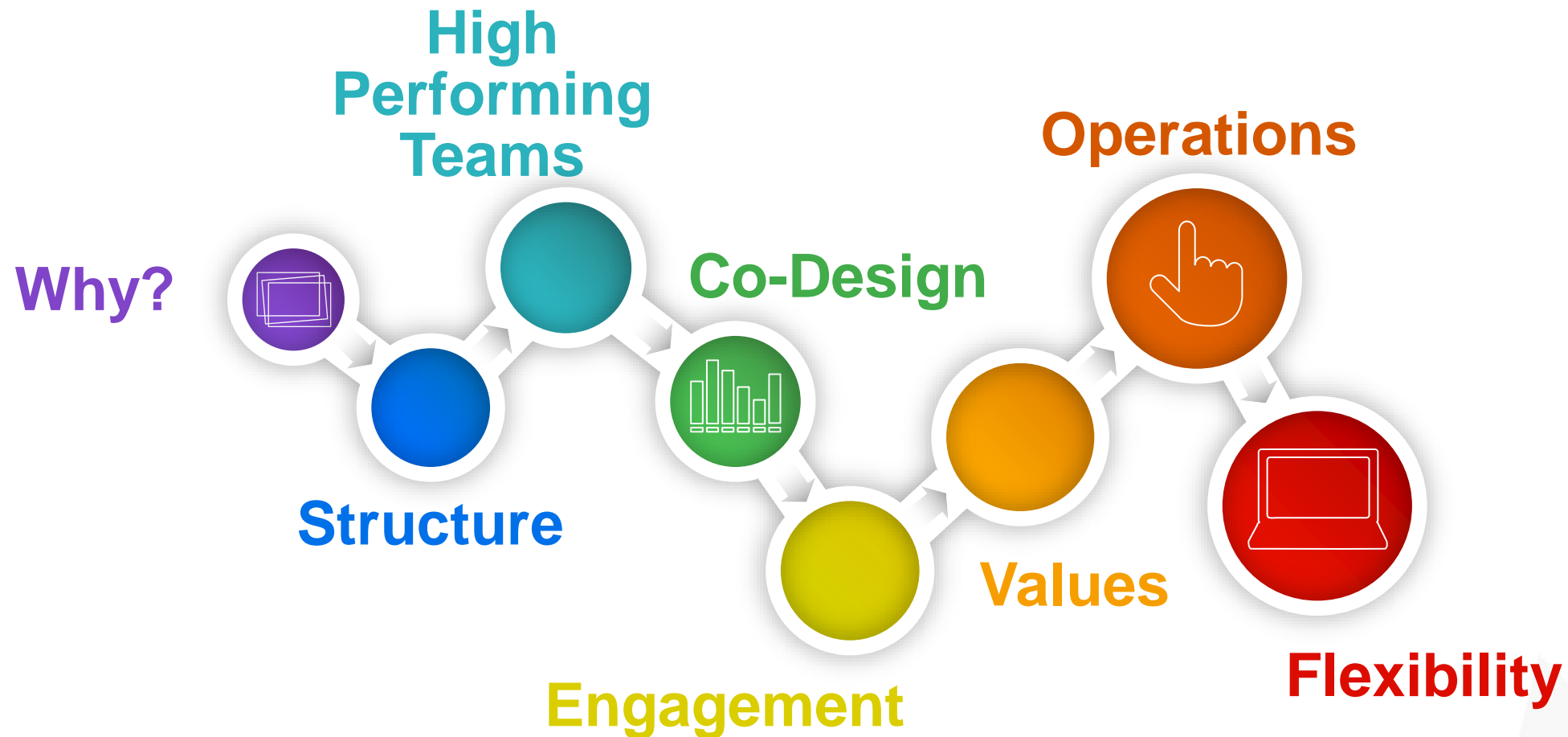
Flexibility and cultural change

# Centenary Trail

October 2020 to October 2022



The Pharmacy  
Guild of Australia



The entire process has been underpinned by the intent to collaborate, engage and grow our organisational culture of trust, genuine care and accountability.

Co-design has therefore been integral and will support the empowerment outcome desired.



# Lessons Learnt

Tried and tested!

# Learning Area - Communication



The Pharmacy  
Guild of Australia

**Communication Shift**

**Mindful Inclusion**

**A Sustainable Balance**

# Learning Area - Behaviour



The Pharmacy  
Guild of Australia

**Acknowledging  
Tradition**

**Leadership**

**Language**

# Learning Area – Be Flexible with Flexibility



The Pharmacy  
Guild of Australia

**Resist the Urge for  
Perfection!**

**Inclusion**

**Practice first –  
Document later**



# Flexibility – Four Pillars



The Pharmacy  
Guild of Australia

**Enablement**

**One Size doesn't Fit all**

**Planning**

**Communication**





# Our Data and Feedback

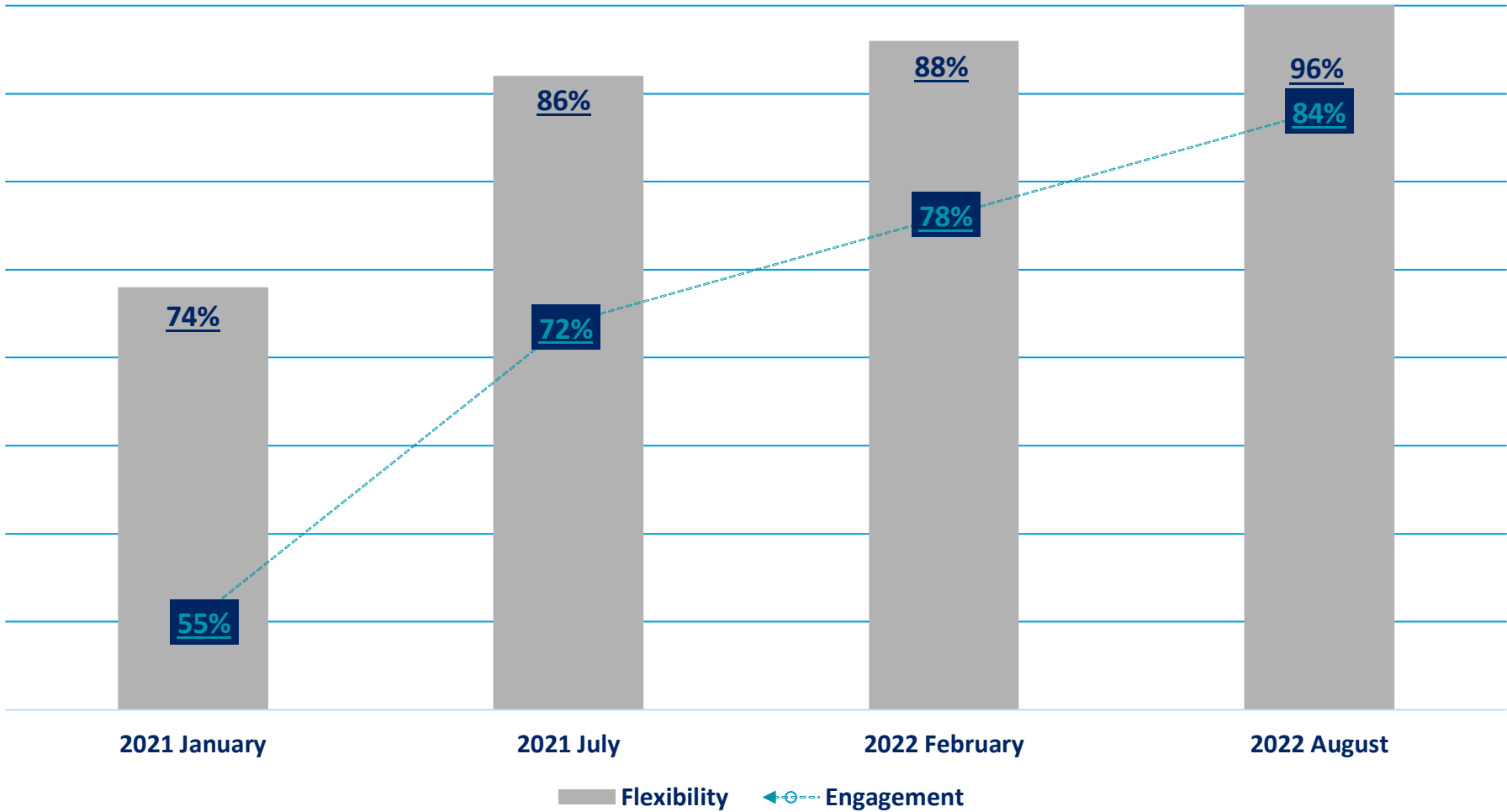
Measuring our progress

# Engagement Survey Trends

2021 -2022



The Pharmacy  
Guild of Australia

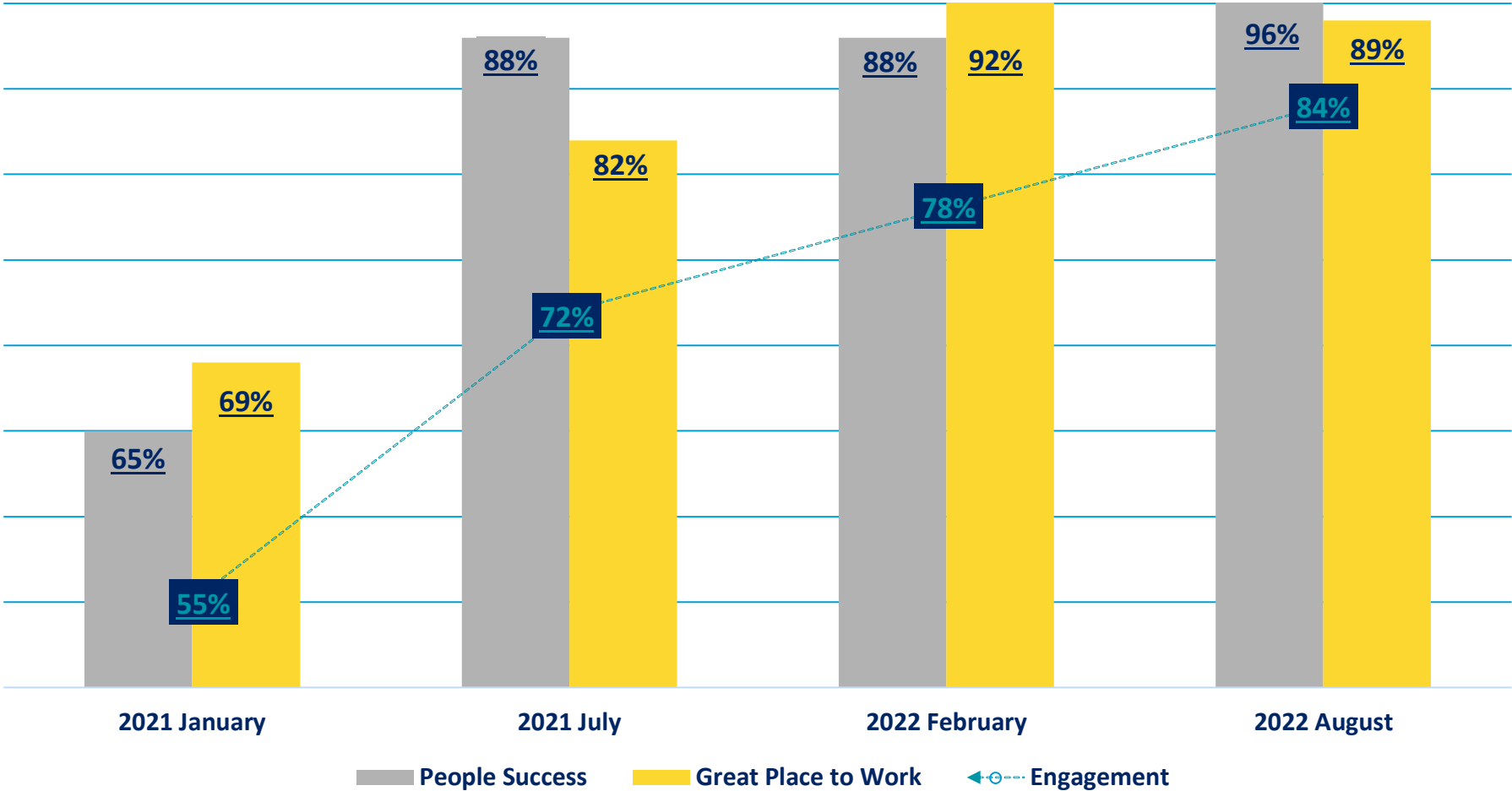


# Engagement Survey Trends

2021 -2022



The Pharmacy  
Guild of Australia





# Wrapping Up

Summary and key takeaways

# Summary



The Pharmacy  
Guild of Australia

## Our Lessons Learnt

*Communication  
Behaviour and Language  
Be Flexible with Flexibility*

## A Lasting Impact

*Increased employee engagement  
and wellbeing  
Recruitment and retention  
Improved processes and operations*



## People First Approach

*Co-Design  
Inclusion  
Wellbeing*

## What's Next for Us?

*Catching up our documentation  
Maintaining sustainable momentum  
Further embedding change into our  
operations*

**Go ahead, take that next step!**





# Thank You

Good luck on your flexibility journey!