

Accreditation



Bronze Standard

portfolio and assessment requirements

“Use the WorkWell Leader and Group Manual to guide you through the Bronze Standard Accreditation”

WorkWell is a wellness management system. A wellness management system puts in place simple, effective strategies for managing employee wellbeing by focusing on the impact of the working environment and organisational systems.

A wellness management system underpinned by accreditation criteria provides quality assurance for employees, suppliers, customers and the wider community that a high standard of workplace wellness is achieved, and provides a structured framework for progression.

WorkWell has been based on the best international accreditation schemes and adapted to meet the needs of New Zealand businesses. WorkWell has three accreditation standards: Bronze, Silver and Gold.

WorkWell Bronze Standard Accreditation is the first stage of accreditation and recognises standards of excellence in building the foundation for WorkWell.

To apply for WorkWell Bronze Standard Accreditation complete this portfolio, attaching your evidence for all criteria, then send it to Toi Te Ora – Public Health Service using the submission form provided. We will then arrange a site assessment with your working group to confirm that you meet the requirements of the WorkWell Bronze Standard Accreditation.

Once you have been accredited, your WorkWell Bronze Standard Accreditation will remain valid as long as you continue to progress all WorkWell Bronze Standard Accreditation criteria and demonstrate improvements in your three identified health and wellbeing areas annually. In addition, an assessor will conduct an annual site visit to verify your WorkWell Bronze Standard Accreditation portfolio.

If you have any questions about the accreditation or would like to speak to a WorkWell Advisor, please contact us on 0800 221 555.

Applying for WorkWell Bronze Standard Accreditation (applicable for new application, if renewing Accreditation see page 10)

You must meet the following CRITERIA for WorkWell Bronze Standard Accreditation	Your PORTFOLIO of EVIDENCE must include the following documentation	The SITE ASSESSMENT involves observation of activities and discussion with the working group
<p>1. WorkWell has the support and commitment of senior management.</p>	<p>A statement of support from senior management (for example CEO, general manager or similar) which includes a commitment to occupational health and safety.</p> <p>Signed submission form.</p>	<p>We may ask about senior management support and how this is demonstrated.</p>
<p>2. The workplace has established a working group (representative of the organisation) and a WorkWell Leader to drive WorkWell into action and maintain the interest of employees.</p> <p>(In organisations with less than 10 employees, a working group may not be feasible. In this instance, please provide rationale for this exclusion and explain how WorkWell is driven).</p>	<p>A copy of the terms of reference for the group (including the role of the leader).</p> <p>A copy of meeting agendas and minutes from all WorkWell Group meetings.</p> <p>Evidence of regular communication between the group and wider workforce.</p>	<p>We may ask about how the group operates, and how the group communicates with management and the wider workforce.</p>
<p>3. The workplace has clear procedures for staff consultation and subsequent feedback to staff.</p>	<p>A copy of any relevant policy or procedure documents or details of current feedback and consultation procedures active within the workplace.</p>	<p>We may ask about consultation procedures.</p>
<p>4. The workplace has completed the WorkWell Organisational Profile Tool and all, or a representative sample of employees, have completed the WorkWell Staff Survey. Results of the WorkWell Staff Survey have been communicated to all employees.</p>	<p>A copy of the WorkWell Organisational Profile Tool completed by a senior manager or other appropriate person.</p> <p>Evidence of the WorkWell Staff Survey collected and analysed by the working group.</p> <p>Evidence of how information has been communicated back to employees and management.</p>	<p>We may ask about the completion of the staff survey and how results were communicated to all staff.</p>

<p>5. Based on the WorkWell Organisational Profile Tool and Staff Survey, a one year action and evaluation plan has been developed which addresses at least two of the core health and wellbeing areas at minimum accreditation level:</p> <ul style="list-style-type: none"> • Healthy Eating • Physical Activity • Mental Health and Wellbeing <p>At least one of the following health and wellbeing areas is also addressed within the action and evaluation plan at minimum accreditation level:</p> <ul style="list-style-type: none"> • Smokefree • Breastfeeding • Infection Control and Immunisation • Safe Drinking and Drug Free • Sun Safety 	<p>A copy of the one year action and evaluation plan that includes clear objectives and actions that reflect priorities identified, and timeframes for implementation and review. In addition, the plan should identify how the actions will be measured for effectiveness.</p>	<p>We may ask about the action and evaluation plan and how it was developed.</p>
<p>6. The workplace provides new employees with an induction programme upon starting with the organisation.</p>	<p>A copy of the induction programme or new employee induction manual/pack.</p>	<p>We may ask about induction into your organisation and any training available.</p>
<p>7. The workplace has ongoing monitoring procedures in place which should include, but are not limited to:</p> <ul style="list-style-type: none"> • Sick absence • Staff turnover • Accident rates 	<p>Evidence of the monitoring procedures in place (these will be the same monitoring procedures used for the WorkWell Silver and Gold Standard Accreditation).</p>	<p>We may ask about your monitoring procedures.</p>
<p>NB . WorkWell Bronze Standard Accreditation is valid for 15 months from the date of initial accreditation. Within this time, organisations need to either maintain WorkWell Bronze Standard Accreditation or indicate intentions to work towards WorkWell Silver Standard Accreditation.</p>		

Portfolio of Evidence

<p>Criteria 1 – WorkWell has the support and commitment of senior management.</p>		
<p>Explanation Management and leadership support plays a key role in the development of WorkWell. Senior managers should be supportive of and prepared to:</p> <ul style="list-style-type: none"> • Invest in WorkWell • Develop the policies required to support a healthy working environment • Address the issues identified by employees and focus on priority health and wellbeing issues • Regularly promote activities and demonstrate leadership through participation • Provide adequate resources (time, employee participation, materials and budget) • Assume accountability for achieving outcomes 		
<p>Portfolio evidence</p>	<p>Check list</p>	<p>Comments</p>
<p>A statement of support from senior management (for example CEO, general manager or similar) which includes a commitment to occupational health and safety.</p>		
<p>Signed submission form.</p>		
<p>Tools to assist you (www.workwell.health.nz)</p> <ul style="list-style-type: none"> • The submission form is included at the end of this portfolio. 		

Instructions: Attach all documented evidence for Criteria 1 after this page and complete the check list/comments before submitting your portfolio.



Portfolio of Evidence

Criteria 2 – The workplace has established a working group (representative of the organisation) and a WorkWell Leader to drive WorkWell into action and maintain the interest of employees.

Explanation

The working group and leader are needed to drive WorkWell and ensure that the initiatives delivered reflect the needs of employees throughout the organisation, and that the action and evaluation plan is sustained over time. This group is generally responsible for co-ordinating, promoting and reviewing the WorkWell programme (in organisations with less than 10 employees a working group may not be feasible).

A leader should be appointed to ensure all employees have the opportunity to input and that the process is managed effectively. The leader should receive support from management/other staff, as necessary, to fulfil this role.

Portfolio evidence	Check list	Comments
A copy of the Terms of Reference for the group, including the role of the leader. (In organisations with less than 10 employees, a working group may not be feasible. In this instance please provide rationale for this exclusion and explain how the wellness management system is driven).		
A copy of meeting agendas and minutes of all WorkWell meetings.		
Evidence of regular communication between the group and wider workforce.		

Tools to assist you (www.workwell.health.nz)

- WorkWell Leader Role Description
- WorkWell Terms of Reference Template

Instructions: Attach all documented evidence for Criteria 2 after this page and complete the check list/comments before submitting your portfolio.

Portfolio of Evidence

Criteria 3 – The workplace has clear procedures for staff consultation and subsequent feedback.

Explanation

Open two-way communication channels and clear mechanisms for consultation enable staff to engage in issues that affect them and to understand decisions that may result in organisational change. There is strong evidence that staff engagement improves job satisfaction, motivation, productivity and wellness.

Portfolio evidence	Check list	Comments
A copy of any relevant policy or procedure documents or details of current feedback and consultation procedures active within the workplace.		

Tools to assist you (www.workwell.health.nz)

- The WorkWell Organisational Profile Tool will help you identify policy or procedures in place.

Instructions: Attach all documented evidence for Criteria 3 after this page and complete the check list/comments before submitting your portfolio.



Portfolio of Evidence

Criteria 4 – The workplace has completed the WorkWell Organisational Profile Tool and all, or a representative sample of employees, have completed the WorkWell Staff Survey. Results of the WorkWell Staff Survey have been communicated to all employees.

Explanation

For WorkWell to be effective, it has to reflect what employees themselves consider important. Completion of the WorkWell Organisational Profile Tool and WorkWell Staff Survey will give you a clear overview of where your workplace is currently at and where you might be able to make some improvements.

When collecting information from your employees, it is really important to communicate the results back to them and highlight the value of their contribution. This is an important part of building trust, support and commitment for WorkWell.

Portfolio evidence	Check list	Comments
A copy of the WorkWell Organisational Profile Tool completed by a senior manager or other appropriate person.		
Evidence of the WorkWell Staff Survey collected and analysed by the working group.		
Evidence of how information has been communicated back to employees and management.		

Tools to assist you (www.workwell.health.nz)

- WorkWell Organisational Profile Tool
- WorkWell Staff Survey

Instructions: Attach all documented evidence for Criteria 4 after this page and complete the check list/comments before submitting your portfolio.

Portfolio of Evidence

Criteria 5 – Based on the WorkWell Organisational Profile Tool and WorkWell Staff Survey, a one year action and evaluation plan has been developed which addresses at least two of the core health and wellbeing areas at minimum accreditation level:

- Healthy Eating
- Physical Activity
- Mental Health and Wellbeing

At least one of the following health and wellbeing areas is also addressed within the action and evaluation plan at minimum accreditation level:

- Smokefree
- Breastfeeding
- Infection Control and Immunisation
- Safe Drinking and Drug Free
- Sun Safety

Explanation

Documenting your objectives and strategies in a formal action plan will enable you to track progress and help employees and management understand the overall goal and direction of the programme. It is a simple way to manage, monitor and evaluate activities.

Portfolio evidence	Check list	Comments
A copy of the one year action and evaluation plan, which includes clear objectives and actions that reflect priorities identified and timeframes for implementation and review. In addition, the plan should identify how the actions will be measured for effectiveness.		

Tools to assist you (www.workwell.health.nz)

- WorkWell Action and Evaluation Plan Template
- Action and Evaluation Plan Example
- WorkWell Impact Matrix
- WorkWell Solutions (for each health and wellbeing area)

Instructions: Attach all documented evidence for Criteria 5 after this page and complete the check list/comments before submitting your portfolio.

Portfolio of Evidence

Criteria 6 – The workplace provides new employees with an induction programme upon starting with the organisation.

Explanation

It is important that all employees know what is expected of them in their assigned role and that they are provided with the training they need in order to do their job well. Without a comprehensive induction programme, the likelihood of poor levels of engagement and reduced productivity is increased.

Portfolio evidence	Check list	Comments
A copy of the induction programme or new employee induction manual/pack.		
<p>Tools to assist you (www.workwell.health.nz)</p> <ul style="list-style-type: none"> • 'Getting Workers Started' fact sheet (http://www.ers.govt.nz/relationships/hiringguide/getting_worker_started_print.htm) • Employment Agreement Builder tool (http://www.ers.dol.govt.nz/EmploymentAgreementBuilder/builder/Default.aspx) • WorkWell Employee Induction Programme Tips 		

Instructions: Attach all documented evidence for Criteria 6 after this page and complete the check list/comments before submitting your portfolio.



Portfolio of Evidence

Criteria 7 – The workplace has ongoing monitoring procedures in place which should include, but are not limited to:

- Sick absence
- Staff turnover
- Accident rates

Explanation

High rates of sick absence, staff turnover, accident rates and poor productivity can all be indicators of poor employee engagement and job satisfaction. If your employees are unhappy, at risk of harm, or feel unsafe in their work, this will impact on their overall wellbeing. Monitoring will enable you to see the long term impact of WorkWell. Having effective procedures or technology in place to collect data is really important. Management and business owners need to see a return on investment and your employees need to see improvements.

Portfolio evidence	Check list	Comments
Evidence of the monitoring procedures in place (these will be the same monitoring procedures used for the WorkWell Silver and Gold Standard Accreditation).		
1.		
2.		
3.		
<p>Tools to assist you (www.workwell.health.nz)</p> <ul style="list-style-type: none"> • WorkWell Organisational Profile Tool • WorkWell Staff Survey • WorkWell Action and Evaluation plan 		

Instructions: Attach all documented evidence for Criteria 7 after this page and complete the check list/comments before submitting your portfolio



Maintaining WorkWell Bronze Standard Accreditation (applicable only for organisations renewing Bronze Standard Accreditation)

Once you have been accredited, your WorkWell Bronze Standard Accreditation will remain valid as long as you continue to progress all WorkWell Bronze Standard Accreditation criteria and demonstrate improvements in your three identified health and wellbeing areas annually. In addition, an assessor will conduct an annual site visit to verify your WorkWell Bronze Standard Accreditation portfolio.

The summary report for year one, and the year two action and evaluation plan must be submitted within 15 months of achieving initial Bronze Standard Accreditation to maintain the standard.

Thereafter, an action and evaluation plan and summary report must be submitted each year.

If you have successfully met the criteria, you will have your WorkWell Bronze Standard Accreditation renewed.

To apply to maintain your WorkWell Bronze Standard Accreditation, complete this checklist and attach your evidence for all criteria, then send it to Toi Te Ora – Public Health Service using the submission form provided. We will then arrange a site assessment with your working group to confirm that you continue to meet the requirements of the WorkWell Bronze Standard Accreditation.

You must meet the following CRITERIA to maintain Bronze Standard Accreditation	Your PORTFOLIO of EVIDENCE must include the following documentation	CHECKLIST	COMMENTS	The SITE ASSESSMENT involves observation of activities and discussion with the working group
1. The workplace develops an annual summary report.	A report on the implementation of the one year action and evaluation plan, improvements or positive changes gained, and evaluation results.			We may ask about the action and evaluation plan and observe changes and/or the things that have been put in place.
	A copy of policies that support the three identified health and wellbeing issue areas.			
	Evidence of staff consultation in relation to policy development.			
	Evidence of the implementation of the actions identified within the plan.			



<p>2. The workplace has developed an annual action and evaluation plan which continues to address the three identified health and wellbeing issue areas.</p>	<p>A copy of the one year action and evaluation plan, which includes clear objectives and actions that reflect priorities identified and timeframes for implementation and review. In addition, the plan should identify how the actions will be measured for effectiveness (this plan should build on the year one plan).</p>			<p>We may ask about the action plan and how the group identified further actions.</p>
<p>3. The workplace has maintained its working group (representative of the organisation) and WorkWell Leader to continue to drive WorkWell and maintain the interest of employees.</p>	<p>A copy of meeting agendas and minutes from the last 12 months of meetings.</p>			<p>We may ask how the WorkWell Group functions. We may ask about consultation procedures. We may ask about communication methods.</p>
	<p>Evidence of regular communication between the group, senior management and wider workforce.</p>			
<p>4. The workplace has ongoing monitoring procedures in place which may include, but are not limited to:</p> <ul style="list-style-type: none"> • Sick absence • Staff turnover • Accident rates 	<p>Evidence of the monitoring procedures in place (these will be the same monitoring procedures used for the WorkWell Silver and Gold Standard Accreditation).</p>			<p>We may ask about your monitoring procedures.</p>