

Accreditation



Gold Standard

portfolio and assessment requirements

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

WorkWell is a workplace 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 Gold Standard Accreditation is the third stage of accreditation and recognises standards of excellence in sustaining WorkWell. If applying for Gold, you must already hold the WorkWell Silver Standard Accreditation.

To apply, 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 Gold Standard Accreditation.

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



Appying for WorkWell Gold Standard Accreditation (applicable for new application, if renewing Accreditation see page 14)

You must meet the following CRITERIA for WorkWell Gold Standard Accreditation	Your PORTFOLIO of EVIDENCE must include the following documentation	The SITE ASSESSMENT involves observation of activities and discussion with the working group
1. WorkWell has the support and commitment of senior management.	A statement of support from senior management (for example CEO, general manager or similar) which includes a commitment to occupational health and safety. Signed submission form.	We may ask about senior management support and how this is demonstrated.
2. The WorkWell Bronze and Silver Standard Accreditation have been maintained.	Updated WorkWell Bronze Standard Accreditation portfolio. Updated WorkWell Silver Standard Accreditation portfolio.	We may ask about the maintenance of WorkWell Bronze and Silver Standard Accreditation requirements.
3. The workplace has maintained a working group (representative of the organisation) and a WorkWell Leader to continue to drive WorkWell and maintain the interest of employees.	A copy of meeting agendas and minutes from the last 12 months of meetings. Evidence of regular communication between the group, senior management and wider workforce.	We may ask how the WorkWell Group functions. We may ask about consultation procedures or communication methods.
4. A three year strategy to improve employee wellbeing has been developed and shared with all staff. The strategy demonstrates how aspirations for employee wellbeing are embedded into the organisation's vision/mission/goals/guiding principles/culture.	A copy of the three year strategy, including how this will be implemented.	We may ask about the strategy, how this was developed and shared.
5. The workplace has completed the WorkWell Organisational Profile Tool and all, or a representative sample of employees, have completed the WorkWell Staff Survey within the last two years. Results of the WorkWell Staff Survey have been communicated to all employees.	A copy of the WorkWell Organisational Profile Tool completed by a senior manager or other appropriate person (current within the last two years). Evidence of the WorkWell Staff Survey collected and analysed by the working group (current within the last two years). Evidence of how information has been communicated back to employees and management.	We may ask about the completion of the WorkWell Staff Survey and how results were communicated to all staff.

<p>6. A one year action and evaluation plan has been developed which continues to address the five priority areas in WorkWell Silver Standard Accreditation.</p> <p>In addition, two further health and wellbeing areas are being addressed within the action and evaluation plan at minimum accreditation level:</p> <ul style="list-style-type: none"> • Healthy Eating • Physical Activity • Mental Health and Wellbeing • Smokefree • Breastfeeding • Infection Control and Immunisation • Safe Drinking and Drug Free • Sun Safety 	<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 last year's plan).</p>	<p>We may ask about your action and evaluation plan and observe the activities/changes put in place.</p>
<p>7. The workplace has developed a business continuity plan.</p>	<p>A copy of the business continuity plan.</p>	<p>We may ask about the plan, how this was developed and the impact of this.</p>
<p>8. The workplace can demonstrate having a positive impact on the health and wellbeing of their local community.</p>	<p>Evidence of relevant community involvement.</p>	<p>We may ask about your community involvement.</p>
<p>9. The workplace actively promotes employee wellbeing by sharing their WorkWell journey with other organisations in the region.</p>	<p>A letter of recognition from at least one organisation outlining the support provided and the impact it has had for them (e.g. mentoring).</p> <p>Evidence of showcasing your journey at WorkWell events, workshops or other relevant arenas (for example, submitting an abstract or presenting at a workplace wellness conference).</p>	<p>We may ask about the support provided to other organisations.</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 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 		
Portfolio evidence	Checklist	Comments
A statement of support from senior management (for example CEO, general manager or similar) which includes a commitment to occupational health and safety.		
Signed submission form.		
<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

<p>Criteria 2 – The WorkWell Bronze and Silver Standard Accreditation has been maintained.</p>		
<p>Explanation WorkWell is a process of continuous improvement. The foundations (WorkWell Bronze Standard Accreditation) must be maintained and improvements in employee wellbeing sustained. In addition, it is important to build on previous successes (WorkWell Silver Standard Accreditation).</p>		
<p>Portfolio evidence</p>	<p>Checklist</p>	<p>Comments</p>
<p>WorkWell Bronze Standard Accreditation portfolio</p>		
<p>WorkWell Silver Standard Accreditation portfolio</p>		
<p>Tools to assist you (www.workwell.health.nz) WorkWell Bronze and Silver Standard Accreditation portfolios</p>		

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 maintained a working group (representative of the organisation) and a WorkWell Leader to continue to drive WorkWell and maintain the interest of employees.

Explanation

The WorkWell 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 WorkWell (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 and other staff, as necessary, to fulfil this role.

Portfolio evidence	Checklist	Comments
A copy of meeting agendas and minutes from the last 12 months of meetings.		
Evidence of regular communication between the group, senior management and wider workforce.		
<p>Tools to assist you (www.workwell.health.nz)</p>		

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 – A three year strategy to improve employee wellbeing has been developed and shared with all staff. The strategy demonstrates how aspirations for employee wellbeing are embedded into the organisation's vision/mission/goals/guiding principles/culture.

Explanation

Developing a three year strategy will help integrate actions to improve employee wellbeing in everyday business. It is important for maintaining commitment and support from everyone – from senior management right through to employees on the floor level. Ultimately it embeds employee wellbeing into the value system of the organisation and ensures WorkWell is simply a 'way of doing things around here'. It's our workplace and our responsibility.

Portfolio evidence	Checklist	Comments
A copy of the three year strategy, including how this will be implemented.		

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

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 – The workplace has completed the WorkWell Organisational Profile Tool and all, or a representative sample of employees, have completed the WorkWell Staff Survey within the last two years. 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 employees, it is really important to communicate the results back and highlight the value of their contribution. It is an important part of building trust, support and commitment for the wellness management system.

Portfolio evidence	Checklist	Comments
A copy of the WorkWell Organisational Profile Tool completed by a senior manager or other appropriate person (current within the last two years).		
Evidence of the WorkWell Staff Survey collected and analysed by the working group (current within the last two years).		
Evidence of how information has been communicated back to employees and management.		
Tools to assist you (www.workwell.health.nz) <ul style="list-style-type: none"> • WorkWell Organisational Profile Tool • WorkWell Staff Survey 		

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 – A one year action and evaluation plan has been developed which continues to address the five priority areas in WorkWell Silver Standard Accreditation. In addition, two further health and wellbeing areas are being addressed within the action and evaluation plan at minimum accreditation level:

- Healthy Eating
- Physical Activity
- Mental Health and Wellbeing
- Smokefree
- Breastfeeding
- Infection Control and Immunisation
- Safe Drinking and Drug Free
- Sun Safety

Explanation
 Documenting your objectives and strategies in a formal action and evaluation 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	Checklist	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 (this plan should build on last year's plan).		

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

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

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

Portfolio of Evidence

<p>Criteria 7 – The workplace has developed a business continuity plan.</p>		
<p>Explanation Business continuity planning is about ensuring your organisation is able to recover and continue functioning in the event of a disaster or extended period of disruption. Disruption can be caused, for example, by a virus or crash in your computer system, a pandemic illness, natural disaster, disruption to your supply chain or loss of a major supplier, or even a period of high employee turnover. A business continuity plan will usually include an analysis of potential threats to the organisation and strategies for overcoming these, should they occur. In the event of a disaster or period of disruption, your organisation will need to consider how it will manage and allocate staff, how it will secure and maintain resources and supplies, and how it will ensure that general infrastructure and record keeping processes are upheld until full functioning is restored.</p>		
<p>Portfolio evidence</p>	<p>Checklist</p>	<p>Comments</p>
<p>Copy of the business continuity plan.</p>		
<p>Tools to assist you (www.workwell.health.nz)</p> <ul style="list-style-type: none"> • WorkWell Business Continuity Plan Guide 		

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

Portfolio of Evidence

<p>Criteria 8 – The workplace can demonstrate having a positive impact on the health and wellbeing of their local community.</p>		
<p>Explanation The impact a workplace has on the wider community and environment is becoming increasingly important as concepts like corporate responsibility and the triple bottom line merge into expectations of everyday business. Having a positive impact on your local community will also help you to promote public interest in your organisation. It's your workplace, and your responsibility.</p>		
Portfolio evidence	Checklist	Comments
Evidence of relevant community involvement		
<p>Tools to assist you (www.workwell.health.nz)</p> <ul style="list-style-type: none"> • WorkWell Community Links 		

Instructions: Attach all documented evidence for Criteria 8 after this page and complete the check list/comments before submitting your portfolio.



Portfolio of Evidence

Criteria 9 – The workplace actively promotes employee wellbeing by sharing their WorkWell journey with other organisations in the region.

Explanation
 Sharing your journey with other businesses will help improve the overall wellbeing of your business community and strengthen the profile of your organisation within this wider network. Other businesses will gain from your experiences, and you will be able to gain from theirs.

Portfolio evidence	Checklist	Comments
A letter of recognition from at least one organisation outlining the support provided and the impact it has had for them (for example mentoring).		
Evidence of showcasing your journey at WorkWell events, workshops or other relevant arenas (for example submitting an abstract or presenting at a workplace wellness conference).		

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

- WorkWell Members

Instructions: Attach all documented evidence for Criteria 9 after this page and complete the check list/comments before submitting your portfolio.



Portfolio of Evidence

Criteria 10 – 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 your wellness management system. 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	Checklist	Comments
Evidence of monitoring procedures in place (these will be the same monitoring procedures used for the WorkWell Bronze and Silver Standard Accreditation).		
1.		
2.		
3.		

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

- WorkWell Organisational Profile Tool
- WorkWell Staff Survey
- WorkWell Action and Evaluation Plan

Instructions: Attach all documented evidence for Criteria 10 after this page and complete the check list/comments before submitting your portfolio



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

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

The summary report for year one WorkWell Gold Standard Accreditation, and the year two action and evaluation plan must be submitted within 15 months of achieving initial WorkWell Gold 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 Gold Standard Accreditation renewed.

To apply to maintain your WorkWell Gold Standard accreditation, complete this checklist and attach your evidence for all criteria. Thereafter, send it to us 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 Gold Standard Accreditation.

You must meet the following CRITERIA to maintain Gold 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 WorkWell Gold Standard Accreditation action and evaluation plan, improvements/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 identified health and wellbeing 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 all seven identified health and wellbeing 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 WorkWell Gold Standard Accreditation 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 a 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 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 Bronze and Silver Standard Accreditation).</p>			<p>We may ask about your monitoring procedures.</p>