



# Gold Maintenance Standard Accreditation Requirements

For more information speak to your WorkWell Advisor or contact us: [work.well@bopdhb.govt.nz](mailto:work.well@bopdhb.govt.nz)

**Workplace:**

**WorkWell Leader:**

Use this checklist to ensure you have all the evidence you require to apply for Gold Maintenance Standard Accreditation. Your WorkWell Advisor can support you by reviewing your portfolio and making sure it is ready for accreditation before you submit. Once you submit your completed portfolio a WorkWell Assessor will review your portfolio of evidence and conduct an on-site visit. Following this you will receive an assessment report. If you have successfully met all criteria you will be awarded the Gold Maintenance Standard Accreditation.

## Evaluate and Improve

Step:	✓	Evidence required:	Examples:
1. Evaluate progress of action plan		Completed Annual Progress Report and supporting documentation	Completed Annual Progress Report as well as any relevant posters, photos, promotional materials, policies developed etc.

## Engage

Step:	✓	Evidence required:	Examples:
2. Gain commitment of senior management		Signed and dated WorkWell Pledge	Copy of signed and dated WorkWell Pledge
3. Maintain a WorkWell group		Documentation of regular WorkWell group meetings	Copy of meeting agendas, minutes etc.
4. Update group vision		Updated WorkWell group Terms of Reference including Group Vision	Copy of Terms of Reference
5. Maintain regular communication between all staff and management		Communications between the WorkWell group and senior management/staff	Emails, posters, newsletters, intranet screenshots, meeting minutes etc.

## Assess and Prioritise

Step:	✓	Evidence required:	Examples:
6. Complete Organisational Profile Tool		Completed Organisational Profile Tool	Copy of completed Organisational Profile Tool
7. Complete Staff Survey		Copy of Staff Survey results	Copy of Staff Survey aggregated report, Staff Survey results presentation, staff engagement survey results.
8. Compare data		Comparison of current Staff Survey results and Organisational Profile Tool data with those from the baseline and/or previous year	Completed Results Comparison Table
9. Dissemination of results and findings		Evidence of how Staff Survey results have been communicated to senior management/ staff	Presentations, meeting minutes, posters, emails, intranet screenshots etc.
		Evidence of how Annual Progress Report and Results Comparison Table have been communicated to senior management and staff	Presentations, meeting minutes etc.



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Plan			
Step:	✓	Evidence required:	Examples:
10. Develop an Action and Evaluation Plan		A 2 year Action and Evaluation plan which: <ul style="list-style-type: none"> <li>Includes activities to maintain/build on your previous priority wellbeing areas</li> <li>Includes the review of policies/guidelines</li> <li>Includes activities at the organisational, environmental and individual level</li> </ul>	Copy of your Action and Evaluation Plan
11. Communicate your plan		Evidence of staff consultation and subsequent feedback regarding development of your action and evaluation plan	Meeting agendas and/or minutes, emails, suggestions received etc.
		Evidence of how your Action and Evaluation plan was communicated with senior management/staff	Meeting agendas and/or minutes, notices, intranet screenshots, emails etc.

Notes:

### WorkWell Accreditation Submission Form

By signing this submission form we confirm that we wish to apply for WorkWell Gold Maintenance Accreditation and have read and understood the WorkWell Disclaimer (attached). By signing this form we also agree that the evidence provided in our WorkWell portfolio has been approved by senior management and our workplace is continuing to maintain all aspects of Bronze, Silver and Gold Standard Accreditation, including maintaining an induction programme, recording and monitoring staff wellbeing indicators, maintaining staff consultation and feedback procedures, consideration of flexible working hours, enterprise community involvement and sharing your WorkWell journey. We are aware that we may be asked for evidence of these at the on-site visit.

WorkWell Leader: \_\_\_\_\_ Senior Management: \_\_\_\_\_

Signed: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_



# WorkWell Disclaimer

**Signing the WorkWell Accreditation Submission Form constitutes acceptance of this disclaimer.**

Toi Te Ora – Public Health Service (Toi Te Ora) is contracted by the Ministry of Health to coordinate a National Approach to Workplace Wellbeing. Numerous Public Health Units within New Zealand have a formal agreement with Toi Te Ora to deliver WorkWell in their region.

The term, WorkWell Provider, refers to all Public Health Units and collaborating organisations which have a formal agreement to deliver WorkWell. The WorkWell Provider is the main contact for the workplace. Toi Te Ora, as the national co-ordinator of WorkWell, is still responsible for overseeing the WorkWell accreditation process for quality assurance.

## 1. Accreditation

The WorkWell Provider cannot grant accreditation to workplaces that do not meet the accreditation requirements.

If a portfolio does not meet all the criteria set out in the relevant accreditation requirements checklist, the WorkWell Provider is able to provide guidance and advice to the workplace on the steps required to meet requirements.

The WorkWell Provider can carry out inspections and re-assessments of the workplace at any time during working hours with two days' notice to ensure the accreditation requirements are being met/maintained.

The WorkWell Provider and their staff shall not, in any event, be held liable for any loss or damage that may be suffered, whether directly or indirectly by the workplace and/or third party as a result of the workplace action upon any recommendations by the WorkWell Provider.

## 2. Withdrawal of Accreditation

The WorkWell Provider reserves the right to withdraw accreditation where there is reason to believe the workplace does not meet accreditation requirements. Reasons for withdrawal can include but are not limited to the following:

- Failing to meet/maintain accreditation requirements
- Receiving one or more complaints about the workplace that conflicts with the values of WorkWell
- Failing to comply with this disclaimer
- Failing to cooperate with the WorkWell Provider regarding assessment/review
- Submission of evidence that is false or misleading
- When a workplace's accreditation has expired or been withdrawn by the WorkWell Provider, all WorkWell promotional material must be removed/and or returned (e.g. certificates, signage, logos, information on website).

## 3. Confidentiality

By submitting for accreditation, the workplace consents to the WorkWell Provider keeping all documentation associated with the submission on file in a secure location. This may include information being stored in the secure members section of the WorkWell website.

The WorkWell Provider will keep this information confidential and will not disclose this information to third parties unless required to do so by law.

The WorkWell Provider may anonymise data for statistical or training purposes.

The workplace also reserves the right to retain a copy of the information held by the WorkWell Provider (provided it has not in the meantime been destroyed or deleted from records).

## 4. Complaints

Complaints may be lodged by any person who has a concern regarding the service provided by WorkWell Provider. All concerns and complaints are treated the same regardless of how they are made. All complaints are received and dealt with in confidence. To make a confidential complaint or for more information contact either your WorkWell Provider or Toi Te Ora - Public Health Service on 0800 221 555.