

PROFESSIONAL SERVICES BUSINESS (TEAM OF 20)



The Challenge

This Professional Services organisation had a strong and successful history of community services at a national, industry and local level. In recent years, the organisation had transformed in both strategy and structure. As a result, there was a desire to check in on the mental health and wellbeing of a relatively **new employee team**, particularly amongst **legacy employees**. As a small business, the ability to **prioritise a small number of high impact actions** was required.



The Approach

To support this initiative, this small business applied the Thriving Workplace Index for an **overall snapshot** of where strengths existed and where improvements could be made. Championed by the Chief Operating Officer, **context** was provided pre-survey around the benefits of the approach and the **commitment** to address priority issues that might be highlighted. **Anonymity** was assured, **74% completion** was achieved and an overall results were obtained.



The Insight

Utilising the Thriving Workplace Index, this small business gained **valuable insights** into their workforce's mental health and safety status. Whilst there were **strengths** in Connectedness, Safety and Management Support; **challenges** included Capability, Change Management and Psychological Distress associated with High Workload and resulting in Burnout and Absenteeism in a small number of cases.



The Impact

Utilising Thriving Workplace Index Insights, initiatives to enhance the understanding of how to access **policies and EAP**, as well as an **internal training** schedule were put in place. To assist with **clearer communication**, better managed workloads and a **reduction in distress and burnout**; consultation was supported with a number of focus groups initially, and an overhaul of All Staff meetings and the appointment of a Project Manager for longer-term impact.