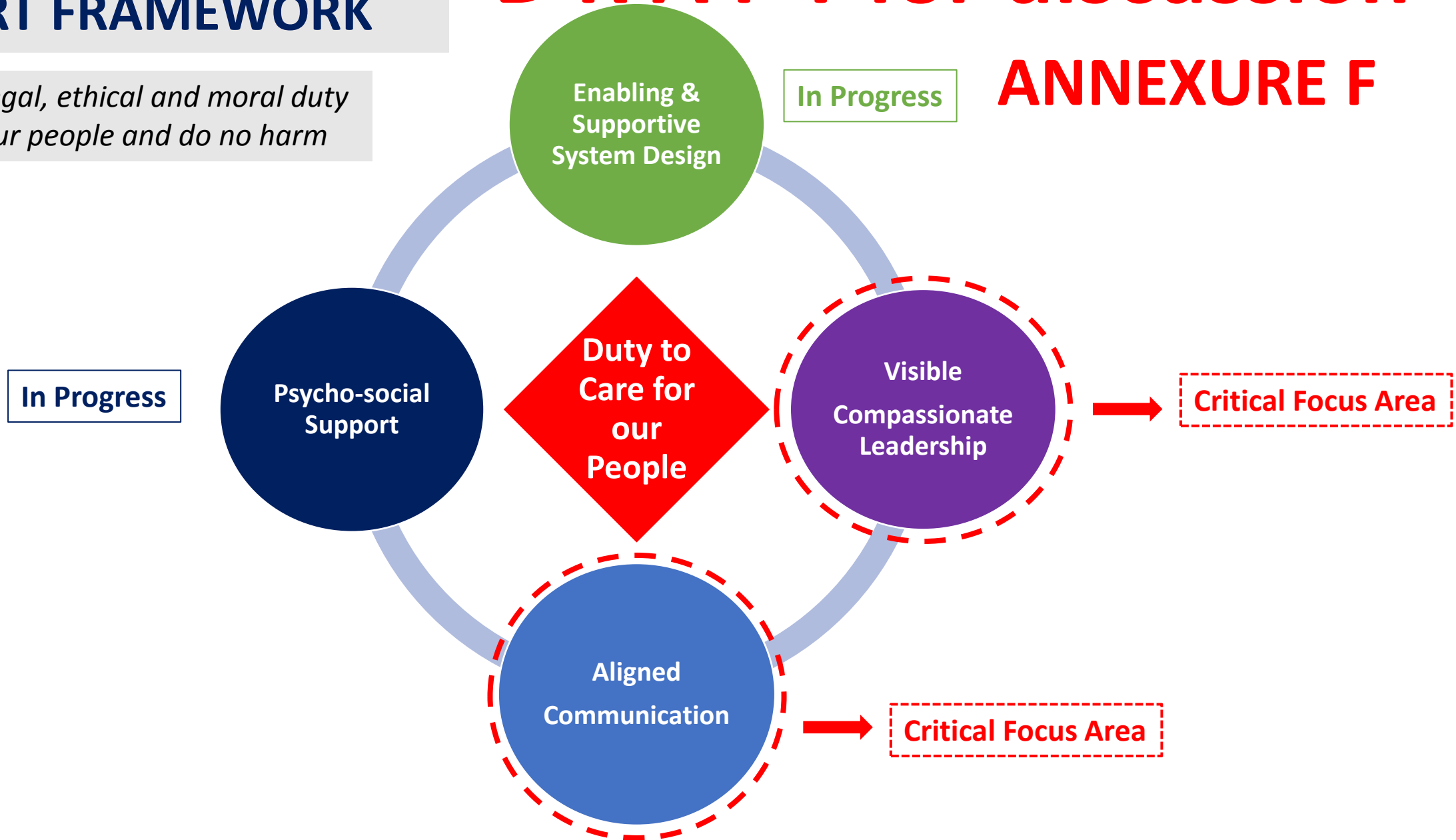


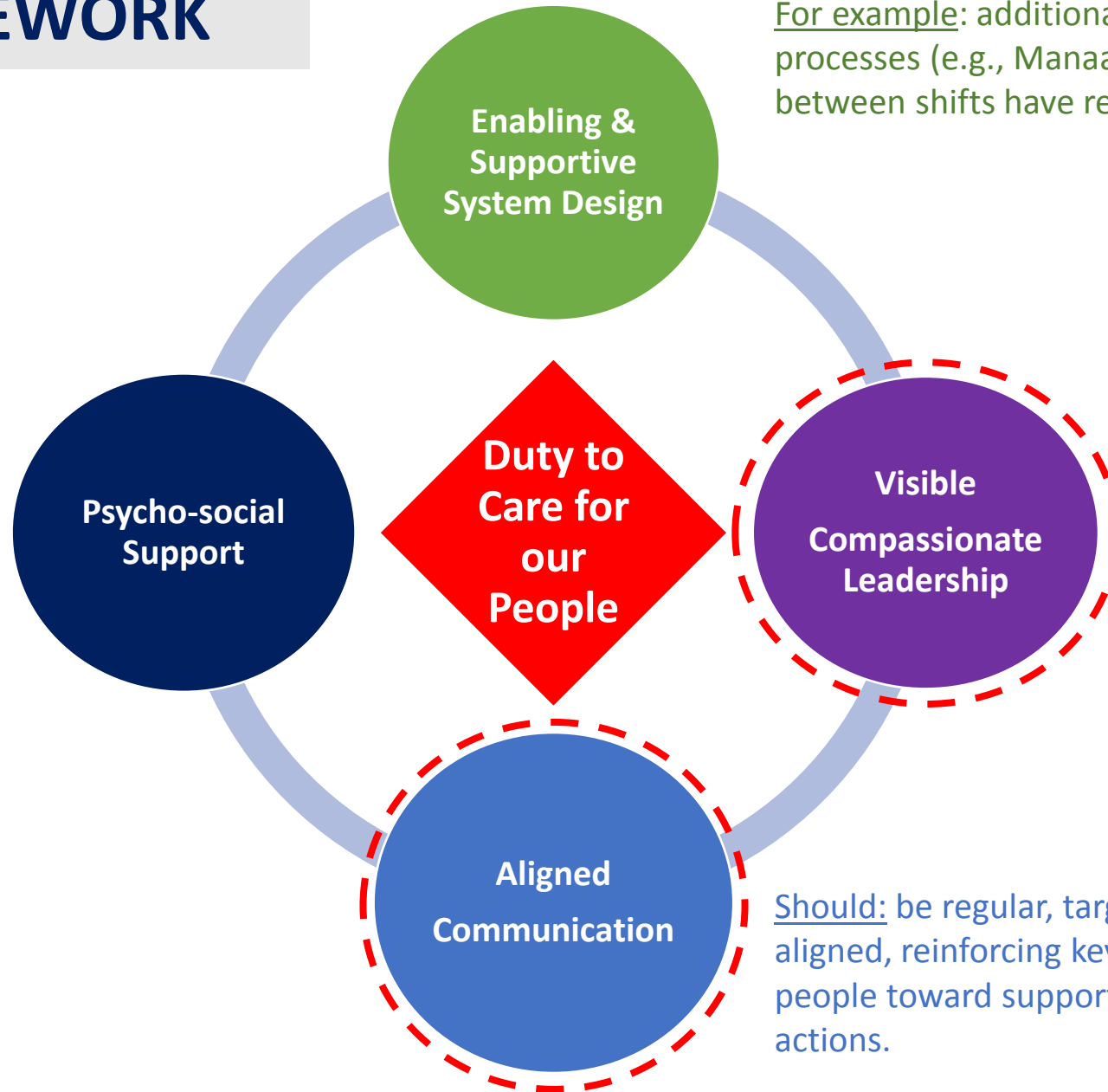
# ARPHS WELLBEING SUPPORT FRAMEWORK

*We have a legal, ethical and moral duty to care for our people and do no harm*

# DRAFT for discussion ANNEXURE F



# ARPHS WELLBEING SUPPORT FRAMEWORK



For example: additional resources, new processes (e.g., Manaaki process) and 3 days rest between shifts have recently been put in place

## Recommendations:

- Leadership Coaching
- Regular forum to build resilience and skills between team leaders
- Upskilling team leaders to effectively lead wellbeing check-ins and end of shift debriefs
- Developing de-escalation skills and tools for the wider team
- Individual & team support through EAP Raise & onsite psychologists

Includes: giving voice to the importance of wellbeing, and *demonstrating* this through role modeling and disciplined attention to wellbeing practices

Should: be regular, targeted and easy to understand; aligned, reinforcing key wellbeing messages; guide people toward supportive resources, initiatives and actions.

## Appendix – Supporting Initiatives

Audience	Recommendation	Key Features
Clinical Leads/Team Leaders	Building resilience and skills between team leaders	Weekly on-going forum involving reflection, sharing, being heard, letting go; providing tools and developing skills to build resilience together; sharing practices and successes; building hope.
Clinical Leads/Team Leaders	Upskilling leaders to effectively perform check-ins and check-out debrief sessions.	Skill building: could be single session with opportunities to follow up
Wider Team	Developing skills in de-escalating interactions with public, and skills and tools to help them manage the impacts on them, of difficult and abusive interactions	Could be single session with real-time coaching
Wider Team	Leadership Communication plan which is regular, targeted and aligns and reinforces key messages	Simple key messages for leaders supported by communications
Wider Team	EAP Raise and psychology	On the ground and organic responsiveness