

# Workplace Wellbeing Plan

## What is Wow?

WOW has been developed to assist MI Fellowship staff who are employed, (or volunteer) to intentionally use the lived experience of Mental Ill-Health in the working role; for example Peer Workers. As a workplace that values the use of lived experience as a practice approach, MI Fellowship recognises the inherent challenges, risks as well as personal and professional growth potential of such roles. Six work wellbeing factors have been identified as essential building blocks that support role confidence and competence. Lived Experience Workers can check how they are travelling in relation to the WOW factors – are these factors being well maintained or do you, your supervisor or the organisation need to take steps to enhance these in order to improve ‘workplace wellbeing’? WOW reflects Recovery values that MI Fellowship holds for staff and service participants alike, and therefore recommends evidence-based recovery strategies and workplace policies and procedures for you to consider if some kind of improvement is required.

## Work Wellbeing Factors

Staff members and the workplace share a mutual responsibility for ensuring that professional development and career pathways are supported, that work environments are safe and healthy and that role expectations can be fulfilled. If these elements are in place then the staff member is best positioned to reach their working potential.

A survey conducted in 2011 identified that Lived Experience Workers at MI Fellowship often weren't experiencing enough support/training and team inclusion to assist them in fulfilling their roles, and often struggled with how to use the lived experience effectively. The Work Wellbeing Factors (WOW factors) were developed in response to needs expressed in the survey and are informed by best practice approaches to Lived Experience and Peer Work.

## The WOW Factors are:

- 1. Professional Development:** MI Fellowship Policy requires all staff to participate in the Professional Development Review Plan process. This enables career planning and the identification of training needs/opportunities.
- 2. Workplace Inclusion:** The relevance and expertise of Lived Experience Worker roles need to be understood and valued within teams and across the organisation.
- 3. Orientation:** To fulfil role requirements and to be adequately included in the workplace, LEWs require orientation to policies, procedures, workplace resources and processes as well as the physical working environment.
- 4. Practice Confidence:** Lived Experience Work is a specialist approach requiring role specific practice training, support structures and review processes .
- 5. Personal Wellbeing:** Lived experience work will have pressure points that may be very specific to the individual. Monitoring and attending to personal wellbeing is essential for balancing potential challenges. Peer support through peer hubs, and the use of wellbeing strategies can assist in keeping this balance.
- 6. Use of Self and Lived Experience:** Specialised training that about how to using the lived experience and holding professional boundaries with program participants is required. Self care planning and peer support structures can ensure this practice is reviewed and monitored.

## Websites with information about work/wellbeing resources

[http://www.communitylaw.org.au/mhlc/cb\\_pages/images/mhlcadvancedirective.pdf](http://www.communitylaw.org.au/mhlc/cb_pages/images/mhlcadvancedirective.pdf)

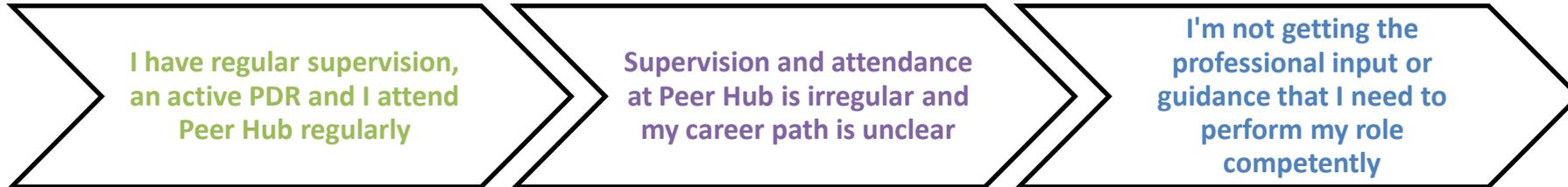
[http://jobaccess.gov.au/Jobseekers/Thriving\\_at\\_work/Maintaining\\_your\\_mental\\_health\\_at\\_work/Pages/home.aspx](http://jobaccess.gov.au/Jobseekers/Thriving_at_work/Maintaining_your_mental_health_at_work/Pages/home.aspx)

[http://en.wikipedia.org/wiki/Reflective\\_practice](http://en.wikipedia.org/wiki/Reflective_practice)

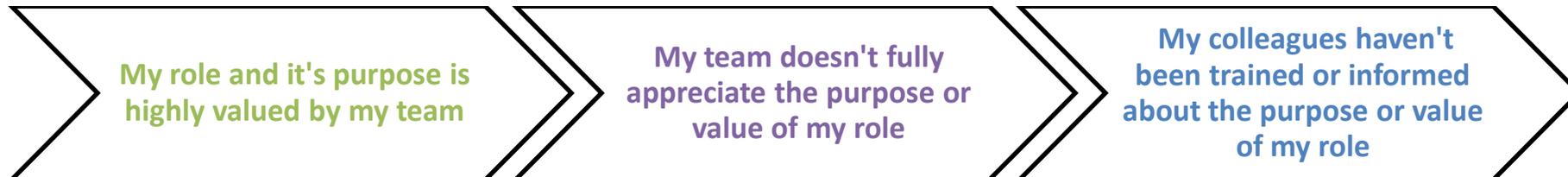
## Monitoring your WOW status

Workplace wellbeing and success is most likely if these factors are maintained in the **Progressive Zone**. If you're in the **Challenged** or **Struggling Zones** you need to consider, discuss and implement responsive strategies.

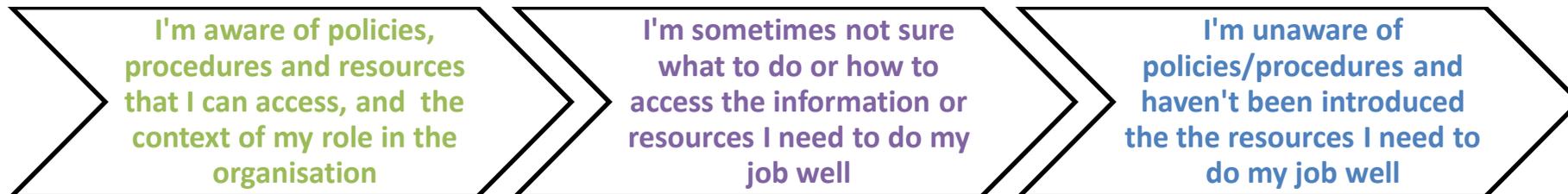
### 1. Professional Development



### 2. Workplace Inclusion

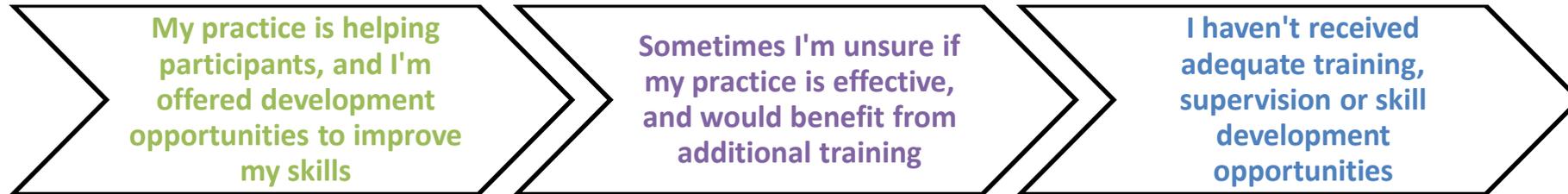


### 3. Orientation

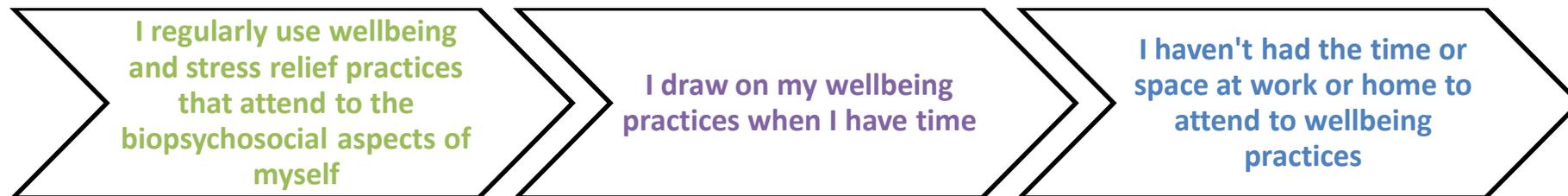


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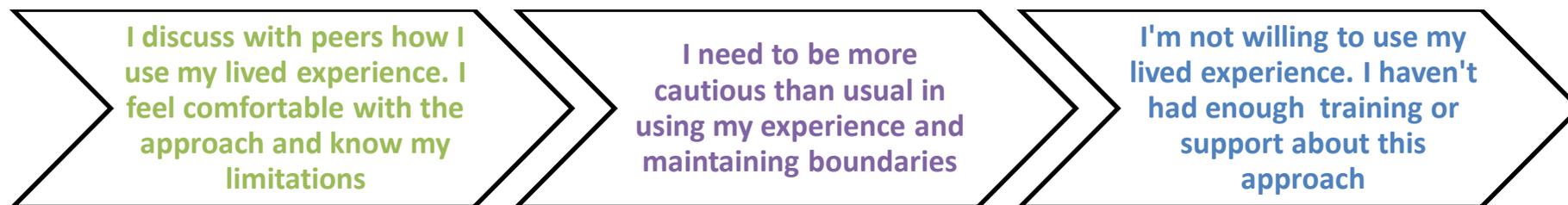
### 4. Practice competence/confidence



### 5. Wellbeing practices



### 6. Use of Self and Lived Experience

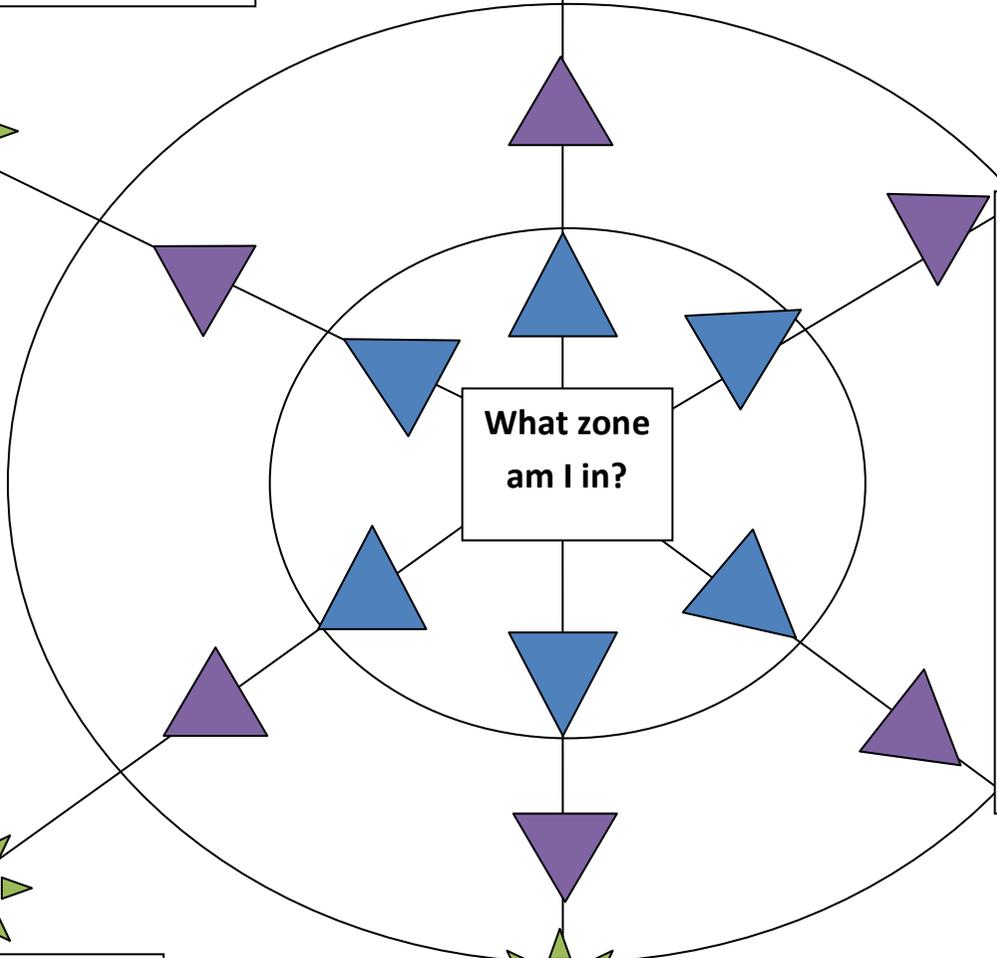
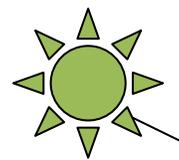


What does my WOW status mean?

1. Professional Development

2. Workplace Inclusion

3. Orientation



**LEGEND**  
**Progressive zone:** You have good access to work support and career development avenues and you are maintaining personal wellbeing.  
**Challenged Zone:** There is a moderate need to include more workplace support/professional development and wellbeing approaches.  
**Struggle Zone:** There is a serious need for access to workplace and/or personal wellbeing supports, and activation of strategies.

6. Use of self and lived experience

5. Personal Wellbeing

4. Practice Confidence

## Building Workplace Capacities

You can monitor how well you are travelling, by considering the strength of your WOW status. Where are you positioned in each of the WOW factors? If you are mostly situated in the **Progressive Zone** then you are probably utilising and benefiting from all of the WOW factors. If you are mostly in the **Challenged Zone** then you will need to consider some strategies for improvement. If you are in the **Struggle Zone** then you urgently need to draw upon resources and take steps to 'recover' your workplace wellbeing. The following indicates steps that you might consider.

**Progressive Zone: WOW factors are well maintained and you are best positioned to be competent and confident in your role.**

- Continue to implement wellbeing and professional development activities that promote your working capabilities
- Continue to utilise Peer Hub for support and practice development
- Develop a Advanced Wellbeing Plan that can be used in the event of mental ill-health or relapse

**Challenged Zone: Some WOW factors are not being maintained. You and your supervisor need to discuss and consider strategies to enhance these.**

- Discuss and debrief challenges at Peer Hub and utilise Reflective Practice
- Discuss concerns with line supervisor and develop strategies
- Consider working with a mentor
- Implement wellbeing practices and draw upon external health/support resources
- Consider workplace accommodations
- Consider utilising the Employee Assistance Program (EAP)

**Struggle Zone: You're not sufficiently equipped by the WOW factors to be confident or competent in your role.**

- Discuss concerns with your supervisor and consider options to improve workplace wellbeing
- Utilise EAP
- Utilise Peer Hub or one on one peer support to debrief challenges and consider options/strategies
- If you have an Advanced Wellbeing Plan, consider activating it
- Utilise your external supports and wellbeing approaches.
- Consider workplace accommodations

## My Plan

You can use this template to document how you use WOW. It can be used as a type of journal, noting the date, your insights and reflections about the zones you find yourself in, and the workplace recovery steps you will take to ensure improvement or ongoing wellbeing. **My Plan** can also be used as a place to reflect on your practice approach and document developments or changes that you undertake in your practice – that you might have identified at Peer Hub using the Reflective Practice process.

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Practice Competence/ Confidence	Progressing	Challenged	Struggling
Wellbeing Practices	Progressing	Challenged	Struggling
Use of self and lived experience	Progressing	Challenged	Struggling

**Reflections**

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**Workplace Recovery Steps**

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