



Healthy, safe.
Every day.

Mental Health & Wellbeing

July 2022 – Sept 2022



Introduction

Within this Mental Health and Wellbeing (MHW) report:

- Employee Counselling service (OCP)
- Human Resources update
- Mental Wellbeing
- Mental Health Awareness Week 2022
- COVID-19 Protection Framework Removal
- Coffee Roulette

Recommendation

- Continue to formalise the approach to MHW through planned activities within the Health and Safety Strategic Plan.
- Continue to raise awareness around the impact of workload on MHW and the role of People Leaders to provide clarity around job priorities.

TCC Counselling Service (OCP)

- Uptake of OCP services is below national average
- Personal issues significantly outweigh work issues aligning with the national average
- Workload remains the top work issue

Mental Wellbeing

According to the World Health Organization, mental wellness is defined as “a state of well-being in which the individual realizes his or her own abilities, can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to his or her community.”

Mental health is an integral and essential component of health. The WHO constitution states: "Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity." An important implication of this definition is that mental health is more than just the absence of mental disorders or disabilities.

TCC Counselling Service (OCP)

Anonymised data gathered from TCC’s counselling and advisory services. Apr 2022 – Sep 2022
(Data gathered is anonymised).

Service Uptake: 7.75%
(based on 915 employees)

National Average: 8-10%

Monitoring issues provides insight into progress against MHW risks.

Work Issues	Visits	TCC %
Workload	4	28%
Relationships	3	21%
Career	2	14%

Across total of 14 visits for work issues

Personal Issues	Visits	TCC %
Anxiety	17	26%
Relationships	15	23%
Grief	5	8%

Across total of 64 visits for personal issues



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Mental Wellbeing

Mental wellbeing is one of the most valuable business assets. Workplaces that prioritise mental health have better engagement, reduced absenteeism and higher productivity, while people have improved wellbeing, greater morale and higher job satisfaction.

The Five Ways to Wellbeing (Connect, Be Active, Take Notice, Keep Learning, Give) are simple and proven actions that workplaces can introduce to help their people find balance, build resilience and boost mental health and wellbeing. The Five Ways to Wellbeing can also support workplaces to meet their health and safety obligations to manage risks to mental health and wellbeing.

Why the Five Ways work:

- **Connect:** Strengthening relationships with others and feeling close to and valued by others, including at work, is critical to boosting wellbeing.
- **Keep Learning:** Being curious and seeking out new experiences at work and in life more generally positively stimulates the brain.
- **Be Active:** Being physically active, including at work, improves physical health and can improve mood and wellbeing and decrease stress, depression and anxiety.
- **Give:** Carrying out acts of kindness, whether small or large, can increase happiness, life satisfaction and general sense of wellbeing.
- **Take Notice:** Paying more attention to the present moment, to thoughts and feelings and to the world around, boosts our wellbeing.

Meaningful conversations about mental health and wellbeing don't have to be hard conversations. Being able to talk about our mental health, including our thoughts and feelings, is a sign of connection and a good attitude towards health at work.

“Leadership commitment and engagement is the most important factor to achieve healthy workplaces”

With leadership and management support behind you, your actions to improve the culture and mental health of the workplace are more likely to be effective. If those communicating the messages, e.g. leaders and managers, also model the behaviours, it makes the message more attainable or 'real' for people

Wellbeing initiatives

Our people are our greatest asset, and their health and wellbeing is hugely important to our organisation's success.

There are many fantastic wellbeing tools freely available from mental health and wellbeing experts and organisations, Tauranga City Council have provided easy access links on our Wellbeing page.

We offer a free, voluntary and confidential employee assistance programme. The employee assistance programme provides TCC staff access to support and guidance to enhance work performance and improve home life and personal wellbeing.

These are just a few tools our staff have freely available to them.

Benefits of wellbeing programmes



Reduction in:

- Sick leave
- Stress
- Staff turn over
- Accidents and injuries
- Temporary recruitment
- Recruitment costs
- Management time
- Workplace conflict
- Legal costs/claims



Increase in:

- Productivity
- Employee health and welfare
- Job satisfaction
- Staff motivation
- Cooperative and quality workplace relationships
- Customer service satisfaction
- Competitive advantage
- Attracting and keeping the best people



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Mental Health Awareness Week 2022

Mental Health Awareness Week (MHAW) is an annual campaign that helps Kiwis understand what boosts their wellbeing and improves mental health.

This year's event was from Monday, 26 September to Sunday, 2 October with the theme around reconnection. The past couple of years have been tough and it's easy to feel disconnected from the people and places that are important to us. Whether it's reaching out to someone you have lost contact with, visiting a place that's special to you or getting outside in nature, take some time during this MHAW to reconnect with the people and places that lift you up – hei pikinga waiora.

FIVE WAYS TO WELLBEING

Give
Your time, your words, your presence

BE ACTIVE
DO WHAT YOU CAN, ENJOY WHAT YOU DO, MOVE YOUR HOOD

KEEP LEARNING
EMBRACE NEW EXPERIENCES, SEE OPPORTUNITIES, SURPRISE YOURSELF

CONNECT
TALK & LISTEN, BE THERE, FEEL CONNECTED

TAKE NOTICE
REMEMBER THE SIMPLE THINGS THAT GIVE YOU JOY

INTRODUCE THESE SIMPLE STRATEGIES INTO YOUR LIFE AND YOU WILL FEEL THE BENEFITS

Mental Health Foundation
mauri tū, mauri ora

One in five New Zealanders experience a mental illness and/or addiction each year and it's important to remember that with the right tautoko many people can and do recover. Wellbeing isn't just for people who have not experienced mental illness – it's for everyone.

Ways TCC are meeting the needs of staff:

COVID-19 Protection Framework Removal

With the removal of the COVID-19 Protection Framework on Tuesday 13th September came the removal of mask requirements at our libraries, facilities and venues this week. It was a sigh of relief for many as we take a step toward normalcy. A huge thank you to all frontline staff who have been wearing a mask for the past year. Putting up with a hot, stuffy face, and the challenges masks bring to communicating clearly is no walk in the park, but it's played an important part in keeping everyone safe. For some, the removal of mask restrictions will be of concern. Mask-wearing at work remains a personal choice, so whether you mask-up or you're mask-free, all choices are respected and supported.



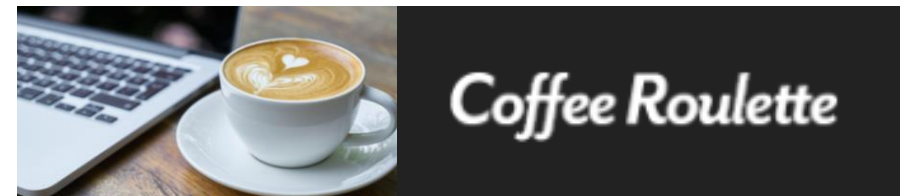
Remuneration Review

Tauranga City Council and the PSA have settled new terms for union members covered by the Tauranga City Council Collective Employment Agreement (the main CEA). People leaders have discussed the changes with individual employees covered by the main CEA between 19 September and 26 September, and the letters became available in individual Objective files on 27 September. Thanks to all involved in achieving this settlement.

Coffee Roulette

Mā te kōrero, ka ora: through conversation, comes wellbeing
Iti te kupu, nui te kōrero: a little chat can go a long way

Social activities offer opportunities for relationship-building outside the office, creating a sense of belonging. Coffee roulette is an opportunity to have an informal chat with someone you may not have had the chance to meet yet from across the organisation.



- Currently over 80 active participants.
- From July – September our people were matched 372 for coffee meetings.
- That's 124 Coffees a month or 31 a week.

Coffee roulette has been a hit at TCC, so we've decided to keep it going.



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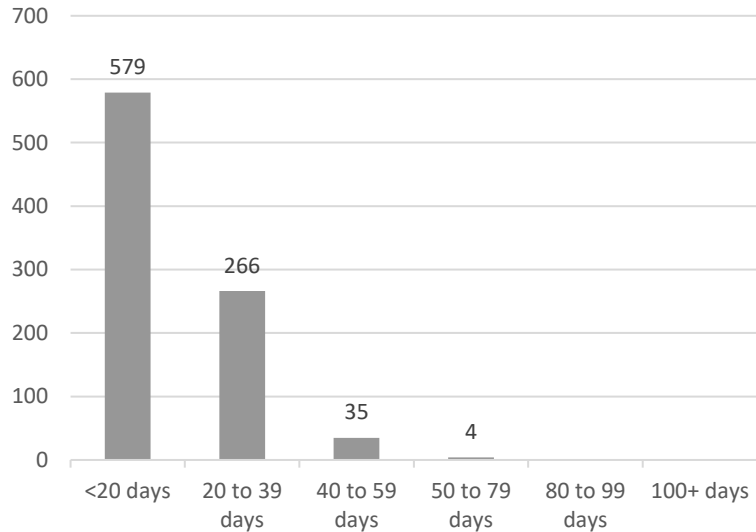


Human Resources

Employers have a responsibility to act in good faith and ensure the employment relationship continues in trust and confidence around pay, holiday leave and sick leave. Through monitoring metrics we can continue to prioritise our actions and track effectiveness of in-flight initiatives.

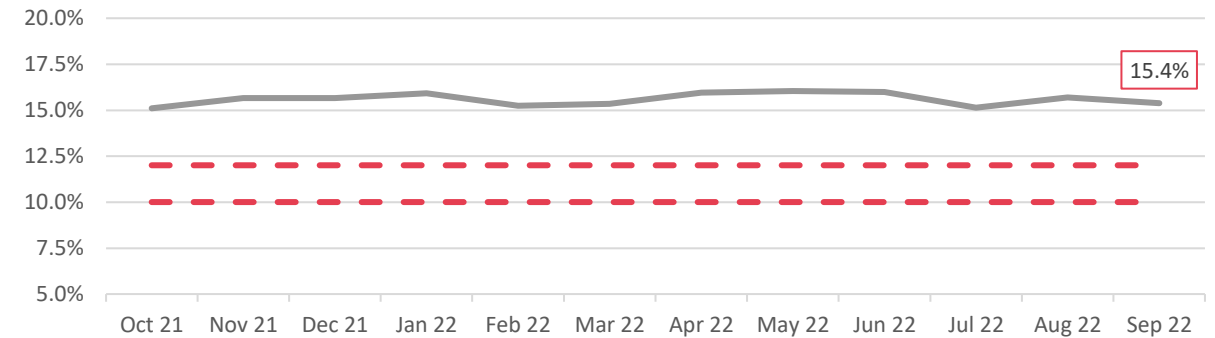
Annual Leave

Current Annual Leave Balances (days)



We continue to monitor annual leave balances and encourage staff to take leave throughout the year. As expected, we continue to see Annual Leave balances increase in the lead up to the summer holiday period with average balances up to 17.3 days from 16.5 days in June. Staff with 2+ years service have on average 22.4 days leave, up from 20.9 days in June.

Unplanned Turnover



Percentage of unplanned exits of permanent employees over a rolling 12-month period, against the average permanent headcount over that period.

Unplanned turnover remains steady over the 12 months, up slightly on this time last year (14.7%). Still considered relatively low compared to many councils and organisations, which we are working hard to maintain.

Sick Leave

Monthly Average Sick Leave Taken (days)

Sick leave usage has increased this quarter – with month-on-month sick leave now higher than at this point last year. This coincides with seasonal increases in illnesses, borders reopening and more staff working from the office – all while Covid simmers in the community. With some teams being encouraged to work from the office, it could be that staff are opting to take sick leave again rather than push through minor illness while working remotely.

On average, staff have taken an extra day of sick leave this year than the 12 months prior (7.7 compared to 6.8 days).

