



HOSPO HEALTH



WELLBEING FRAMEWORK



FOR THE

HOSPITALITY INDUSTRY



WELLBEING FRAMEWORK



INTRODUCTION

The relationship between working conditions, occupation, and health is increasingly recognised as a crucial social determinant of health. As evidence supporting this connection grows, the responsibility of employers to cultivate a mentally healthy workplace becomes more pronounced.

This framework, tailored specifically for the Tasmanian Hospitality Industry, serves as a practical tool applicable to businesses of varying sizes and types. It offers a comprehensive approach to fostering a workplace that prioritises the mental wellbeing of employees, while also enhancing overall workplace productivity and satisfaction. Using this framework as a tool will assist you in creating a healthier, more supportive, and thriving work environment.

CORE PRINCIPLES



**PREVENT
HARM**



**PROMOTE
THE POSITIVE**



**RESPOND
TO PROBLEMS**

WHAT IS LEGALLY EXPECTED OF EMPLOYERS?

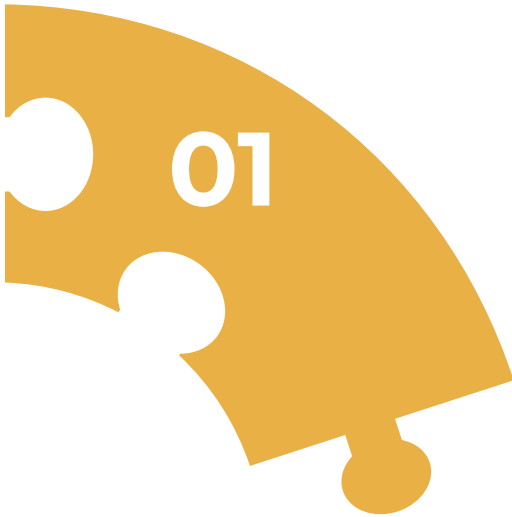
The landscape of regulations and policies is evolving, reflecting a deeper understanding and commitment to workplace mental health and safety. Recent policy developments provide clear guidance for employers on managing risks to psychological health and safety, and the need to ensure that workplaces are not only physically safe but also mentally supportive.

These developments represent a significant step towards a more holistic understanding of workplace health and safety. For detailed guidance and best practices, employers can refer to the [Code of Practice](#) which provides comprehensive insights into creating and maintaining a mentally healthy workplace. You can view the Code of Practice [here](#).

Additionally, mental health conditions are encompassed within Anti-discrimination law, offering further protection and emphasizing the importance of a respectful, inclusive work environment.

PSYCHOSOCIAL HAZARDS THAT MAY ARISE AT WORK

- Job demands
- Low job control
- Poor support
- Lack of role clarity
- Poor organisational change management
- Inadequate reward and recognition
- Poor organisational justice
- Traumatic events or material
- Remote or isolated work
- Poor physical environment
- Violence and aggression
- Bullying
- Harassment including sexual harassment
- Conflict or poor workplace relationships and interactions



PHYSICAL WELLBEING

WHY IS PHYSICAL WELLBEING IMPORTANT TO YOUR BUSINESS?

- **Enhanced Productivity and Outcomes:** Staff who are physically well generally have less time off, are more productive, and contribute to better business outcomes.
- **Injury Prevention and Cost Savings:** Physically unwell employees can lead to workplace injuries, which are costly and detrimental to both staff and business.
- **Overall Wellbeing:** Physical health is a key component of overall wellbeing. It impacts mental health, happiness, and quality of customer service.

WHAT DOES PHYSICAL WELLBEING LOOK LIKE?

- **Improved Employee Health and Happiness:** Contributing to healthier, happier staff who are more rested and perform better.
- **Enhanced Sleep and Productivity:** Good physical health is linked to better sleep quality, leading to improved performance and productivity.
- **Stronger Workplace Culture:** Using physical wellbeing initiatives to strengthen camaraderie and the workplace culture.

ACTIONS TO DELIVER RESULTS

- **Encourage Movement and Exercise:** Promote regular movement during work hours and ensure staff take their designated breaks.
- **Ergonomic Work Environments:** Provide ergonomic solutions and educate on good posture to reduce workplace strain.
- **Promote Balanced Nutrition:** Offer healthy snack options and encourage balanced eating habits among employees.



MENTAL WELLBEING

WHY IS MENTAL WELLBEING IMPORTANT TO YOUR BUSINESS?

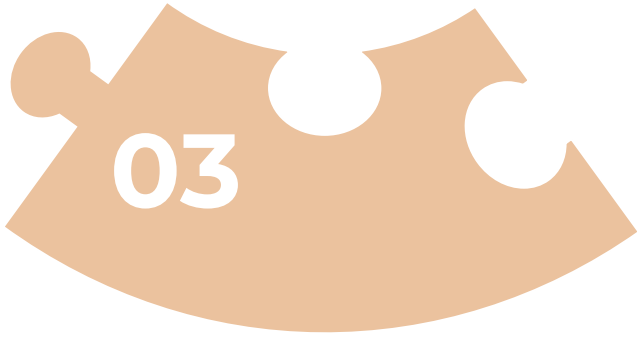
- Enhanced Employee Engagement: Employees with good mental health are more engaged, motivated, and creative.
- Reduced Absenteeism and Turnover: Addressing mental wellbeing can lead to reduced absenteeism and lower staff turnover.
- Positive Customer Interactions: Mentally healthy staff are more likely to have positive interactions with customers, enhancing guest experiences.

WHAT DOES MENTAL WELLBEING LOOK LIKE?

- Supportive Work Environment: A culture where mental health is openly discussed and supported.
- Stress Management: Regular initiatives to help staff manage and reduce stress.
- Recognition of Achievements: Acknowledging and rewarding hard work and accomplishments.

ACTIONS TO DELIVER RESULTS

- Provide Mental Health Resources: Access to EAP services, mental health days, and online resources. Access to Mental Health First Aid Training.
- Regular Check-ins and Supportive Communication: Foster an environment where managers regularly check in with staff about their mental health.
- Stress Reduction Activities: Organise activities like mindfulness sessions, yoga, or regular team outings to reduce stress.



SOCIAL WELLBEING

WHY IS SOCIAL WELLBEING IMPORTANT TO YOUR BUSINESS?

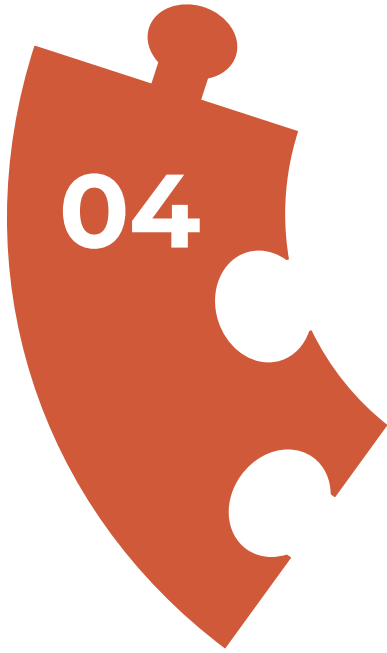
- **Team Cohesion and Collaboration:** Strong social connections in the workplace foster teamwork and collaboration, essential in hospitality.
- **Employee Satisfaction and Retention:** Positive social interactions at work can increase job satisfaction and reduce turnover rates.
- **Enhanced Customer Experience:** Staff who feel socially supported are more likely to be positive and provide better customer service.

WHAT DOES SOCIAL WELLBEING LOOK LIKE?

- **Inclusive Culture:** A work environment where every employee feels valued and included.
- **Open Communication:** Encouraging open, honest communication among all staff members.
- **Team Building:** Regular team-building activities that enhance understanding and camaraderie among team members.

ACTIONS TO DELIVER RESULTS

- **Organise Regular Social Events:** Arrange outings, team lunches, or casual get-togethers to foster relationships outside of work.
- **Encourage Peer Recognition:** Implement a system where employees can recognise and appreciate each other's contributions.
- **Create a Buddy System:** Pair new hires with more experienced staff to help them integrate into the team.



FINANCIAL WELLBEING

WHY IS FINANCIAL WELLBEING IMPORTANT TO YOUR BUSINESS?

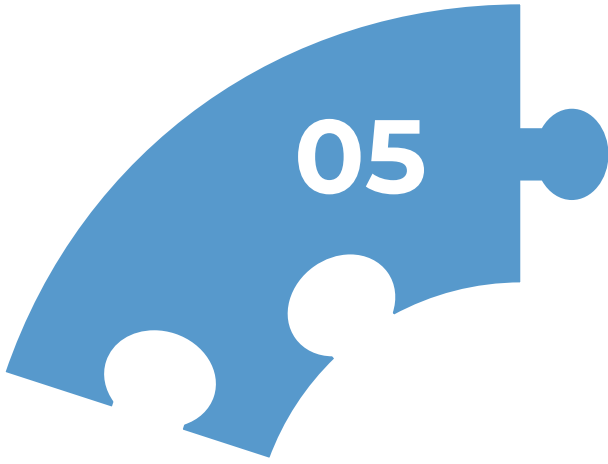
- **Employee Security and Motivation:** Financial security is crucial for employee peace of mind, leading to greater motivation and focus at work.
- **Reduced Financial Stress:** Alleviating financial stress among staff can lead to better overall wellbeing and job satisfaction.
- **Enhanced Loyalty and Retention:** Employees who feel their financial wellbeing is supported are more likely to remain loyal to the company.

WHAT DOES FINANCIAL WELLBEING LOOK LIKE?

- **Fair and Transparent Pay:** Ensuring all employees are compensated fairly and understand their salary and benefits.
- **Financial Education and Resources:** Providing resources and training on financial planning, budgeting, and savings.
- **Supportive Benefits:** Offering benefits like superannuation contributions, employee discounts, or financial counselling services.

ACTIONS TO DELIVER RESULTS

- **Conduct Financial Wellbeing Workshops:** Host workshops or seminars on financial management, savings strategies, Superannuation and budgeting.
- **Provide Access to Financial Advising:** Make financial advising services available to employees, either in-house or through external partnerships.
- **Review Compensation Packages Regularly:** Ensure salaries and benefits are competitive and meet industry standards.



OCCUPATIONAL WELLBEING

WHY IS OCCUPATIONAL WELLBEING IMPORTANT TO YOUR BUSINESS?

- **Increased Job Satisfaction:** Employees who find meaning and satisfaction in their work are more engaged and productive.
- **Career Development:** Supporting career growth and development leads to a more skilled and versatile workforce.
- **Positive Work Environment:** A focus on occupational wellbeing contributes to a positive and dynamic work environment.

WHAT DOES OCCUPATIONAL WELLBEING LOOK LIKE?

- **Opportunities for Growth:** Regular opportunities for employees to learn new skills and advance in their careers.
- **Recognition of Efforts:** Acknowledging and rewarding hard work and achievements.
- **Supportive Management:** Managers who are approachable and responsive to the needs and aspirations of their staff.

ACTIONS TO DELIVER RESULTS

- **Implement Professional Development Programs:** Offer training programs, workshops, or courses to enhance skills.
- **Conduct Regular Performance Reviews:** Provide constructive feedback and set clear, achievable goals for career progression.
- **Foster a Culture of Recognition:** Celebrate successes and milestones, both big and small, within the team.
- **Encouraging and support staff in ongoing learning.**