

# How to create a positive wellbeing culture that influences an enviable employee experience

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**3 WELLBEING**

C H ● R U S

**THE  
WELL  
BEING  
JUNKIE**





# Chorus Overview

- Build and manage NZ's largest open access internet network – essential utility
- Wholesale services to phone and broadband providers
- Team of ~870 employees
- Four main offices
- Service partners supply ~1700 technicians

# Turning strategy into reality



**“To create a healthier and more resilient workforce by influencing and supporting our people to build healthy habits”**  
- 2020 Wellbeing Programme Objective



## Annual Report 2019

### Wellbeing

The wellbeing of Chorus employees remains a priority and FY19 saw a focus on mental wellbeing. A Mental Health First Aid certification programme was introduced in partnership with St John and 20% of employees received certification.

In January 2019 we launched wellbeing days, with two additional days of leave available to all permanent employees to use as they wish, to support their personal wellbeing. This initiative received overwhelmingly positive support from our people.

**20%** of employees received St John mental health certification

**8.3** Chorus really cares about my mental wellbeing  $\geq 8.2$  (Top 10% in the Technology benchmark).

**8.1** Working here, I feel that I can live a physically healthy lifestyle  $\geq 8.1$  (Top 10% in the Technology benchmark).

## Belonging Strategy Focus Areas

### Flexible & adaptable workforce

1

Flexible working arrangements including the technology and infrastructure to enable them are made available to our people where possible, supporting an agile culture

We are open and adaptable in our approach to requests for flexible working arrangements, always ensuring business and customer experience objectives will be delivered

### Diverse leadership

2

We provide targeted development opportunities to support diversity in leadership

Our remuneration and reward strategy promotes pay equity

We focus on gender diversity in leadership roles

We focus on ethnic diversity in leadership roles, in particular greater Maori, Pasifika and Asian representation

### Wellbeing

3

We build a resilient health and safety culture by providing a work environment that is "psychologically safe" with a zero-tolerance approach to bullying, harassment and discrimination

We are a safe place in which to raise these issues

Our culture encourages employees to maintain or adopt a healthy lifestyle

Our approach to wellbeing is holistic and caters for diversity through four pillars – physical, career, financial and emotional

### Inclusive culture

4

Our culture is inclusive of all people

We encourage and value different approaches and perspectives, actively using diversity of thought to make high quality decisions and increase our ability to innovate

We celebrate diversity by participating in significant national events, with a focus on understanding the diverse cultures and ethnicities at Chorus



FINANCIAL  
WELLBEING



MENTAL  
WELLBEING



PHYSICAL  
WELLBEING



CAREER  
WELLBEING



# WELLBEING

# WELLBEING

## National Wellbeing Calendar 2020

# WELLBEING

<b>2020 Objective</b>	Create a healthier and more resilient workforce by influencing and supporting our people to build healthy habits										
<b>Annual Report Measures</b>	Working here, I feel that I can live a physically healthy lifestyle (Top 10%) Chorus really cares about my mental wellbeing (Top 10%)					<b>How we'll meet our measures</b>	Execute the five pillars of Wellbeing Calendar Improve the Wellbeing Support Model Increase People Leader capability				
<b>Governance &amp; Support</b>	Board   PPCC   Executive   Diversity & Inclusion and Health & Safety ESGs   People & Culture and Health & Safety Teams   Wellbeing Committee   Mental Health Network   Chorus Confidants										
<b>Month</b>	<b>February</b>	<b>March</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>
<b>Habit Building</b>	<b>Habits 20.1</b> Employee Led Webinar		<b>Habits 20.2</b>		<b>Habits 20.3</b>		<b>Habits 20.4</b>		<b>Habits 20.5</b>		
<b>Body Scans &amp; Challenges</b>		Initial Body Scan			Winter Wellbeing Challenge	Body Scan				Summer Wellbeing Challenge	Body Scan
<b>Pillar</b>	<b>Physical Wellbeing</b>		<b>Winter Wellbeing</b>	<b>Career Wellbeing</b>			<b>Financial Wellbeing</b>	<b>Mental Wellbeing</b>			
<b>Theme &amp; Scope</b>  Ideas only, subject to change	<b>Know your #s</b> Fit3D Body Scans <b>Move your body</b> Aotearoa Bike Challenge Initiatives to get moving <b>Nourish your Soul</b> Veggie Webinar & Challenge		Colds & Flus Winter Blues Sleep Motivation, Nourishment & Connection	What does refreshed Chorus Strategy mean for me? MyPerformance & MyDevelopment Education Growth, Resilience & Change Agility Mindfulness - How we're working Upskilling - NWOW, Technology & Presenting			TBC once Money Week theme announced	Mindfulness - Productivity and Anti-Busy Healthy Relationships - Personal, Domestic Violence & BHD Balance - Fun & Laughter People Leader Training			
<b>Confirmed Events</b>	Aotearoa Bike Challenge		Flu Jabs Gumboot Friday (3rd)	Pink Shirt Day (22nd)	Volunteer Week (21 - 27th)		Money Week (10-14th)	Mental Health Awareness Week (21-25th)	NZ Workplace Barometer Survey	November	
<b>General Initiatives</b>	Wellbeing Support Model   Digitise   H&S Collaboration   Enter Awards   PL Training										
<b>Learning &amp; Development</b>	Mindfulness   People Leader Mental Wellbeing Training   Mental Health First Aid										

# Making the most of minimal resources

- Lean on Leadership
- Leverage internal enthusiasm and capability
- Utilise free resources
- Organise vs Subsidise vs Pay
- Quality not quantity
- Share the load



### National Meeting Agenda

What do you want the essence of your wellbeing to look like in 2020 – what would it look like if it was a colour, key word or perhaps a tattoo?!

Sharing the load - each champion to choose a pillar

Know your numbers

Move your body

Nourish your soul

Flu labs

+ Add another card

### 2020 Calendar Ideas

Things I'm working on:

General/Holistic Wellbeing Ideas 2020

Physical Wellbeing Ideas for 2020

Career Wellbeing Ideas for 2020

+ Add another card

### Noticeboard

Gumboot Friday Plan

Fun Quiz: Are You a Wellbeing Leader?

Congratulations team on the Wellbeing Engagement Survey Results!

Any volunteers to share the first Courageous Korero of 2020? Go on, be brave!!

+ Add another card

### Leads Meeting

Participation Rates

Budget & Invoices

Physical Wellbeing

Communication Methods

Wellbeing Assessment Questions

+ Add another card

### Physical Wellbeing - February to March

Child Cancer Foundation Street App

Leads - Kath (Hamilton)

+ Add another card

# Weaving wellbeing into your employee experience

- Company & People Strategy
- Policies
- Recruitment & Attraction
- Onboarding and Induction
- Learning & Development
- Physical Environment & Facilities
- Recognition & Retention



# Chorus Care Package for Permanent Employees



## My Wellbeing

### Core benefits:

- Two Wellbeing Days
- Two Company Days
- Four weeks Annual Leave
- 10 Sick and Domestic Days
- Employee Assistance Programme
- Wellbeing Programme
- Free fruit

### Flex benefits:

- Purchased leave
- Discounted health insurance via Southern Cross
- Massages and yoga



## My Family & Community

### Core benefits:

- Flexible working options
- One volunteer day
- Parental Leave payment (up to six weeks in two installments)

### Flex benefits:

- Subsidised Marram holiday homes & healthcare
- Payroll Giving to charities



## My Chorus

### Core benefits:

- Internet concession (\$1,200 net per annum)
- Spotlight Awards
- Referral scheme (\$1,000 per confirmed referral)

### Flex benefits:

- Employee social networks, including: Rainbow, Mental Health, Financial Fitness, Maori & Pasifika & Women
- Belonging, Health & Safety and Wellbeing Committees



## My Future

### Core benefits:

- Life insurance
- Income protection insurance
- Trauma insurance
- KiwiSaver Employer Contribution at 3%
- Learning@Chorus

### Flex benefits:

- Lifestyle Leave (unpaid up to one year)
- Insurance top-up (increased cover)
- Additional voluntary KiwiSaver employee contributions
- Leadership programmes and development opportunities

# Effectively communicating your wellbeing messages

## PHYSICAL WELLBEING



## WINTER WELLBEING



## MENTAL WELLBEING





MENTAL  
WELLBEING

**Make everyday  
an awesome day**  
...by creating a positive  
work environment

CAREER  
WELLBEING

**Career  
Wellbeing**

Create a career that excites you!



PHYSICAL  
WELLBEING

**Physical  
Wellbeing**

Know your numbers  
Move your body  
Nourish your soul



FINANCIAL  
WELLBEING

**Money Week**

Now we're talking!

The first step in planning our  
best financial future is to start  
talking about money.





# Effectively communicating your wellbeing messages

- Branding & Campaigns
- Relationship with internal comms
- Communication platforms
- Mix up who delivers the messages
- Real life stories
- Leadership community
- Careers Site, Annual Report & Social Media

## PHYSICAL WELLBEING



## WINTER WELLBEING



## MENTAL WELLBEING



# Measuring the impact



# Measuring the impact

- Personal success stories
- Engagement scores
- Flexible Working
- Leave Trends
- Organisational Change
- Sense of Belonging & Fun!



**Chorus  
really cares  
about my  
mental  
wellbeing**

**Top 5%**

**“Chorus knocks this one out the park and has successfully removed the stigma of talking about mental health in the workplace”**

**“I feel supported. I do suffer from depression. Working for Chorus really helped me!!!”**

**“Active conversations about workload and stress, emphasis on resting when ill, flex to accommodate our personal lives”**

**“Welcoming environment with the wellbeing of people at its heart”**

**Working  
here,  
I can live a  
balanced &  
healthy  
lifestyle**

**Top 5%**

**My work schedule is flexible enough to accommodate my family or personal life**

**Top 5%**

**“The policy is excellent and a credit to Chorus. I do more work willingly as you let me have a good life as well”**

**I am satisfied with our flexible working policy**

**Top 10%**

**“Love that I could transition from parental leave to work part-time and now I'm working full-time, one day a week from home!”**

**“Chorus helps me find the balance between office work, business trips and occasional W@H to allow for kids school runs”**

**I find my workload manageable**

**Top 5%**

**“Working at home allows me to focus and has seen my productivity sky rocket!”**



# Measuring the impact

- Personal success stories
- Engagement scores
- Flexible Working
- Leave Trends
- Organisational Change
- Sense of Belonging & Fun!
- External perceptions



# The wins

- Impact
- Appreciation
- Increased participation
- Reducing the stigma
- Flexible Working





# The losses & lessons

- Healthy habits not restrictions
- The 'old school' and the 'haters'
- Time and financial investment
- Diversity
- Effective communication
- Don't be scared to be woo woo!
- Learn to adapt and pivot



**I'd love to connect with you!**

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