



The power of protecting your people

Liam Scopes

October 2022

Who were we?



Air New Zealand wins airline of the year award for fifth year running

Lorna Thornber · 18:28, Nov 02 2017



AIR NZ MAKES HISTORY AS AUSTRALIA'S #1 COMPANY

APRIL 16 2019, 9:18 AM | BY KIM SHAW | No Comments



Who did we become?



Coronavirus: Anger and dismay at Air New Zealand plans to slash another 2000 jobs.

John Anthony and Rob Stock · 17:28, Jun 05 2020



Who are we becoming?



OUR BUSINESS

**The sky is the limit - We're about to relaunch
14 international routes in 16 days**





Survive > Revive > Thrive

Mental Health at Air NZ

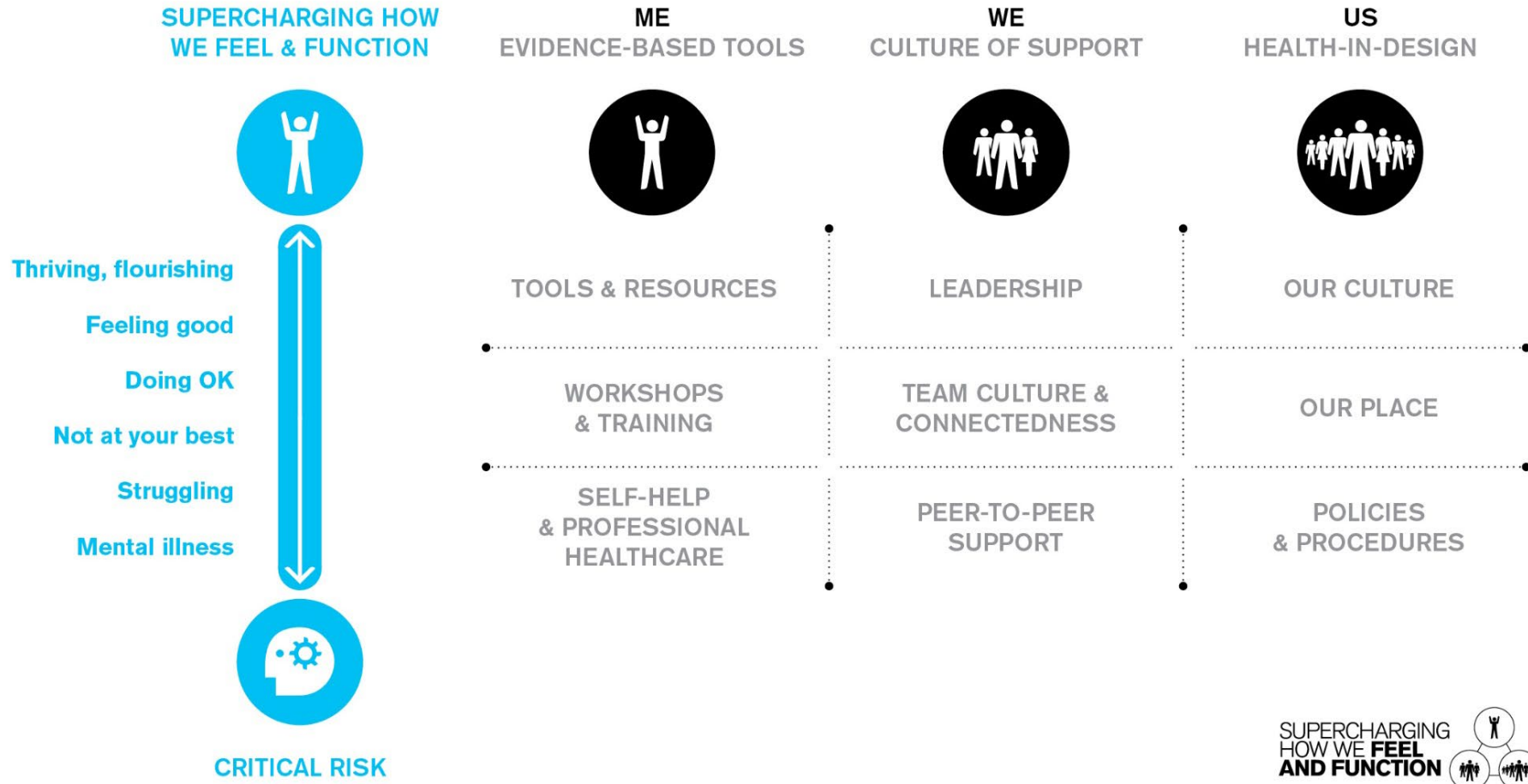


Critical Risks

These are high consequence catastrophic events, which could result in an acute or chronic serious illness, injury or fatality

 Operational Aircraft Engines and Propellers Stationary Aircraft where one or more engines or propellers are moving	 Fall from Height Person falling from one level to another	 Aircraft Movement Aircraft Movement Eg. pushback, taxiing, heavy landing, drive behind or in front	 Fatigue Decreased ability to respond appropriately to a situation due to mental and/or physical fatigue, caused by sleep loss, prolonged wakefulness, excessive high workload, circadian rhythm	 Mental Ill Health Diminished state of psychological health, significantly affecting a person's mood, thinking or behaviour
 Moving Vehicles Moving Vehicles Eg. car, truck, GSE, forklift	 Moving Plant / Equipment Moving Plant or Equipment Eg. conveyor belt, ULD, trolley, trolley, WCHR	 Hazardous Energy Release of energy sources Eg. electrical, hydraulic, pneumatic, vapour, compressed gas	 Hazardous Substances Hazardous Substances that are inappropriately stored, handled, used, transported or declared	 Confined Space Entering a space not intended for human occupancy, with the potential for a toxic or oxygen-deficient atmosphere

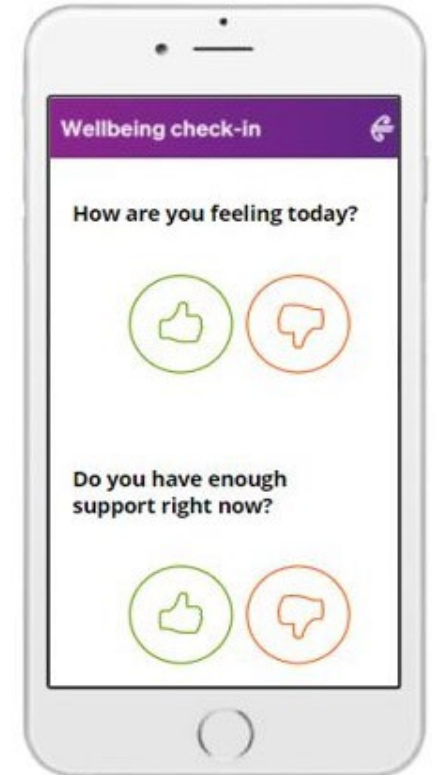
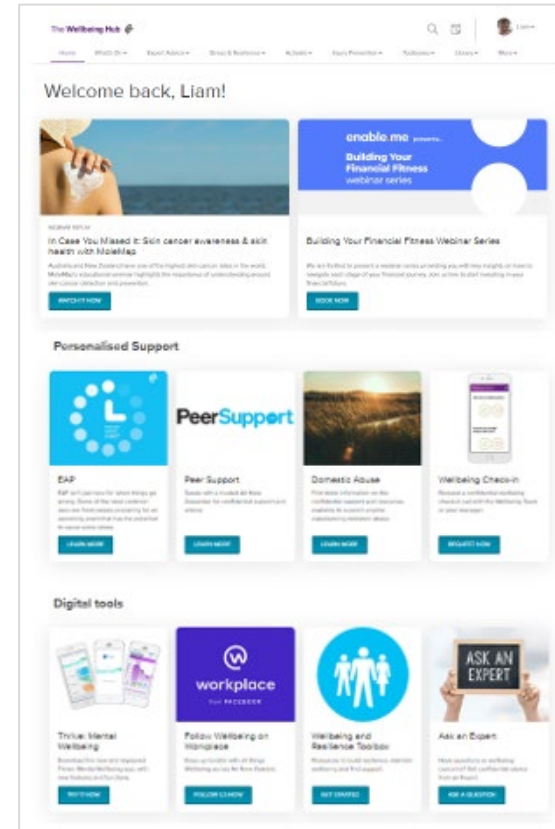
MENTAL HEALTH & WELLBEING STRATEGY



Me: Evidence-based tools



- Wellbeing Hub (central information source)
- Workshops and training
- Personalised support



We: Cultures of support

- Leadership capability
- Mental Health Awareness
- Peer Support Network



Peer Support

Chat with a Peer Supporter now!

Trusted Air New Zealanders you can reach out to for confidential support and advice.

	Palemene Pritchard Role: Loader - Auckland Contact phone: [Redacted] Contact email: Palemene.Pritchard@airnz.co.nz
	Tangi Tuaiti Role: Cleaner - Auckland Contact phone: [Redacted] Contact email: Tangianau.Tuaiti@airnz.co.nz
	Niva Mahoni Role: Team Manager Ramp Operations Contact phone: [Redacted] Contact email: Nivaleti.Mahoni@airnz.co.nz

Scan the QR code for more information on Air New Zealand Peer Support.

SUPER-HAVING HOW WE FEEL AND FUNCTION



Us: Health-in-design

- Mentally Healthy Work
- Organisational factors
- Ways of Working
- Vulnerable workforce



**YOU DO NOT RISE TO
THE LEVEL OF YOUR
GOALS. YOU FALL TO
THE LEVEL OF YOUR
SYSTEMS.**

James Clear, Atomic Habits

Wellbeing Support – Contact Centre



15 things you can do in three hours while on hold with AirNZ



By [Sarah Pollok](#)

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12 Jul, 2022 12:50 PM 5 mins to read





Wellbeing Support – Contact Centre



- Resources and info
- Workshops and training (individuals and leaders)
- Peer Support network
- Debrief line
- Recruitment
- Root causes – self-service; pre-recorded messages; manageable schedule

AIR NEW ZEALAND 