

Arcadis

The below case study was provided for Consult Australia's [Striving for mentally healthy workplaces](#) report.

Case study: Arcadis Australia Pacific

Arcadis Australia Pacific has long been committed to staff engagement and wellbeing. Current measures of the wellbeing of our staff place us in promising or leading categories for several indicators. Our most recent engagement survey results show engagement levels at 3.15 and 91% of staff agree that the company cares about their health and wellbeing. Absence rates are also consistently low.

The benefits of taking actions are clear. To work at their best and contribute to the success of our organisation, the health and wellbeing of our staff is crucial.

Our award winning 'Positive Living' Program was created from the region's 'Wellbeing by Design' Program, which was launched in 2010 in response to raising safety awareness. Employee wellbeing became a central pillar to the program and has evolved into the holistic, gamified, popular program of activities that it is today.



Our wellbeing model

Our integrated approach to wellbeing is demonstrated in our model. Our vision relies on drawing on different elements, as a wide range of factors impact staff wellbeing. This model categorises these factors into three key areas, all of which are framed by our values based culture.

Our vision

“ To build a healthy and resilient workforce by putting our People First and empowering them to live life at optimum health ”

Our approach to being a mentally healthy workplace

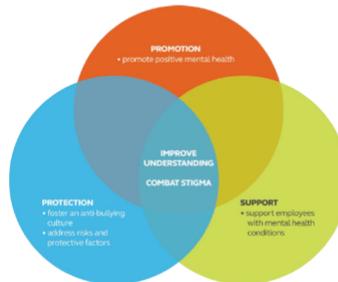
We have identified there is a need for more strategic focus on continuing and improving upon becoming a mentally healthy workplace. In a mentally healthy workplace, people at all levels have a shared vision of, and commitment to, positive mental health. Work demands are realistic in a way that balances the needs of the staff and the employer, and do not pose an unreasonable risk to the mental health of individuals.

Everyone in the workplace feels comfortable to speak openly about mental health and mental health conditions, without fear of stigma or discrimination. This creates a culture of respect and inclusivity. People look forward to coming to work and employees are flexible and supportive of each other.

OUR APPROACH TO BEING A MENTALLY HEALTHY WORKPLACE

The key areas of focus are protection, promotion and support. Our key goals are to:

- Improve Understanding and awareness of Mental Health
- Support employees living with mental health conditions
- Continue to foster an anti bullying culture
- Combat the stigma
- Promote positive and proactive Mental Health & Wellbeing



Initiatives

Mental Health First Aiders: we have trained and certified a number of employees who act as a first point of contact for an employee experiencing a mental health issue or emotional distress. We use our first aiders as the working group to implement and advise on our mental health strategy and are looking to expand our number of volunteers across the organisation, ensuring we have a balanced and diverse representation of individuals.

Breaking down the stigma: We encourage senior leaders and managers to speak openly about mental health in the workplace by actively endorsing and participating in activities and events aimed at reducing stigma, as well as inviting employees with a personal experience of recovery and management of a mental health condition to share their story. This includes our annual R U OK? Day morning teas, and a recent internal campaign where we asked our people to share why mental health either affects them or is important to them.



Line manager training: We have launched a program offering education and training in mental health for our leaders, so they are equipped to deal with any challenges appropriately and proactively.

EAP support: Our EAP has high utilisation – demonstrating that our employees are seeking the help they need. We are taking this to the next level by encouraging staff to speak to our EAP proactively before life gets too hard – as an additional wellbeing tool.

Mindfulness: As part of our wellbeing program we bring in mindfulness practitioners and promote apps that our people can download, and we encourage them to take a moment to be mindful in our

wellness room. Mindfulness has been proven to help support those with mental health challenges such as anxiety.

Employee surveys: Hearing what our people have to say and acting on their feedback is an important factor in ensuring we are listening to, and therefore looking after our staff.

Flexible working arrangements: We have been long committed to having a truly flexible workplace. Encouraging our staff to work flexibly can help those currently experiencing mental health challenges, and those transitioning back to work.

Stay at work/return to work initiatives: We develop stay-at-work or return-to-work plans for staff who have been diagnosed with a mental health condition. These plans are tailored to individual needs, incorporating any reasonable adjustments to work and they are regularly reviewed.

Wellbeing stewardship meetings: Our leaders are asked to hold quarterly wellbeing meetings with their teams, which are tracked and reported on. We support them to raise mental health as a topic to help break down the stigma.

We have many future initiatives that we are looking to roll out as part of our three-year strategy, building upon our current plan, and ensuring we are addressing the needs of our workforce.