



STAFF ‘WELLNESS PROGRAM’ POLICY

According to the World Health Organisation, adults spend approximately one third of their lives at work. Our work in Early Childhood Education requires sustained high physical, mental and emotional effort to complete our job. A range of workplace determinants can have a negative or positive impact on the health and wellbeing of an employee. Within our Service, we are committed to promoting a positive work environment where the health, safety and wellbeing of our employees is acknowledged and supported. Wellness is more than just an active process of becoming aware of and learning to make healthy choices for our mental, physical and social needs to ensure our body is maintained and works efficiently. Wellness is “about our overall state of wellbeing that enables us to live and function at our best.” (Queensland Government, 2019, Healthier. Happier. Workplaces).

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other’s strengths and skills.
4.2.2	Professional Standards	Professional standards guide practice, interactions and relationships.

RELATED POLICIES

Dealing with Complaints Policy (Staff) Interactions with Children, Family and Staff Policy	Privacy and Confidentiality Policy Professional Development Policy Work, Health and Safety Policy
---	---

PURPOSE

We believe in providing a healthy workplace that values and enhances the health and wellbeing of our employees. Promoting wellbeing can help prevent stress and create a positive working environment where individuals and organisations thrive. *'A healthier workplace means everyone wins.'* (Queensland Government, 2019, Healthier. Happier. Workplace).

SCOPE

This policy applies to educators, staff, management, approved provider and nominated supervisor of the Service.

IMPLEMENTATION

As our employees care for and educate children, it is essential to support them with the right tools and resources to make healthier choices to improve their own health and wellbeing. Employees who remain healthy increase productivity, enhance the workplace culture, and embody the healthy behaviours we convey to children on a daily basis. We believe in using the workplace for improving and maintaining good health.

Our Service is committed to developing a shared vision to improve the health and wellbeing of our employees. We have engaged Telus Health (formerly LifeWorks) to provide an employee assistance program for all staff at our service. The program is available to all members of staff and their immediate family members, and provides confidential 24/7 support with mental, financial, physical and emotional wellbeing.

Our Service promotes healthy wellbeing of all employees and strives to foster a supportive workplace environment aimed at reducing burnout and compassion fatigue. Our Service encourages management to refrain from contacting employees outside of work hours, unless the contact is deemed reasonable and necessary for business purposes. Additionally, disciplinary action will not be taken against employees who refuse to respond to non-urgent communication outside of their normal working hours, in accordance with [Right to Disconnect legislation](#).

WELLNESS

Our work in Early Childhood Education requires sustained high physical, mental and emotional effort to complete our job. Such sustained work demands can have an impact on the wellbeing of employees. Our Service will encourage employees to create a shared vision on how wellness can be implemented across

the service. Wellness can mean many things to different people, and it is important that our practices address the needs of our current staff and creates a wellness culture. Management and staff will co-develop procedures that support the health and wellbeing of employees.

Components of a Wellness Program *may* include:

Environmental wellness:

- Finding satisfaction within the work environment
- Ensuring the work environment and relationships are comfortable and supportive
- Recognising opportunities that lead to new skills and acting on those opportunities
- Working to ensure the stability and longevity of the natural environment

Emotional wellness:

- Keeping a positive attitude
- Being sensitive to your feelings and the feelings of others
- Learning to cope with stress
- Being realistic about your expectations and time
- Taking responsibility for your own behaviour
- Dealing with your personal and financial issues realistically
- Viewing challenges as an opportunity
- Being able to work independently
- Being able to work within a team, and knowing you can ask for help

Spiritual wellness:

- Being open to different cultures and religions
- Participating in community projects
- Defining personal values and ethics
- Participating in spiritual activities
- Caring about the welfare of others

Social wellness:

- Being comfortable with and liking yourself as a person
- Interacting with and accepting people of varying ages, backgrounds, genders, race, lifestyle, etc.
- Fostering healthy and positive relationships with co-workers
- Communicating your feelings

- Developing friendships
- Engaging in social activities
- Balancing your time to include both work and life

Intellectual wellness:

- Learning because you want to, not because you have been told to
- Completing required tasks
- Learning through professional development, including, readings, discussions, workshops, training, etc.
- Observing what is around you
- Listening
- Staying current with early childhood knowledge
- Questioning
- Exposing yourself to new experiences

Physical wellness:

- Exercising regularly
- Healthy eating
- Getting regular check-ups
- Avoiding the use of alcohol, tobacco and illicit drugs

EMPLOYEE ASSISTANCE PROGRAM – TELUS HEALTH

An employee assistance program (EAP) supports employees with work-related problems as well as personal problems that may impact on their health & mental well-being. An EAP offers employer-funded confidential counselling for employees & their family members as well as consultative support for managers and supervisors to address employee and organisational challenges and needs.

Alphabet Preschool has engaged Telus Health (previously LifeWorks) to provide an employee assistance program for all staff at our service. The program is available to all members of staff and their immediate family members, and provides confidential 24 hours a day, 7 days a week support with mental, financial, physical and emotional wellbeing by calling 1300 361 008, visiting one.telushealth.com or downloading the Telus Health One app from the App Store or Google Play. Staff must be registered to access Telus Health; this can be arranged by Alphabet office staff if not undertaken during staff induction.

THE APPROVED PROVIDER, NOMINATED SUPERVISOR AND MANAGEMENT WILL:

- demonstrate commitment to ongoing collaboration and engagement to create a workplace Wellness Program
- adhere to *Right to Disconnect* legislation
- consult with employees to ensure workplace strategies meet the needs of the workplace
- support employee's participation in the Employee Assistance Program
- foster mentoring and development pathways for employees. This may include providing programming time, mentoring sessions, professional development opportunities, capacity building, and supporting wellbeing initiatives.
- provide a workplace environment and systems that are supportive of employee wellness
- provide opportunities for employees to participate in wellness activities
- acknowledge stressful situations for employees, both at work and at home
- recognise that an employee's health is determined by many factors, both work and non-work related
- limit contacting employees outside of normal work hours, unless contact is deemed reasonable and necessary for business purposes
- ensure disciplinary action is not taken against employees who refuse to respond to non-urgent communication
- regularly provide employees with information about the importance of health and wellness
- display ACEQA posters to support and promote staff and educator wellbeing
- ensure staff can take appropriate time off to support their mental health
- ensure employees take their required breaks (e.g. morning tea, lunch)
- provide access to support agencies, including counselling services
- encourage employees to support colleagues during difficult situations

EDUCATORS WILL:

- work within the Service's procedure and policies implemented to address workplace wellness
- be respectful, caring and inclusive of all colleagues
- utilise each other's strengths regardless of qualification and experience
- communicate their wellness with management

RESOURCES

ACECQA- Educator Wellbeing Posters <https://www.acecqa.gov.au/resources/supporting-materials/posters#EWP>

Alcohol and Other Drugs Information Service (ADIS) 1800 422599

Beyond Blue- online and phone mental health support. 1300 22 4636 <https://www.beyondblue.org.au/>

Beyou- provides educators with knowledge, resources and strategies for helping children and young people achieve their best possible mental health <https://beyou.edu.au/>

Black Dog Institute- provides information and resources for mood disorders, depression and bipolar disorder. <https://www.blackdoginstitute.org.au/education-services/workplaces/>

Blue Knot Helpline- access to trained, experienced and trauma-informed counsellors, male and female, support adult survivors of childhood trauma and abuse. 1300 657 380

Fair Work Australia- (2024). [Variation to modern awards to include right to disconnect](#)

Healthier. Happier. Workplaces Queensland Government Resources, information, initiatives to help everyone think about small changes to improve their health and fitness <https://www.healthier.qld.gov.au/fitness/>

Head to Health- Australian Government Department of Health Digital mental health resources for all your needs. <https://headtohealth.gov.au/>

Headspace- A meditation app to assist with stress management, sleep and self-care <https://www.headspace.com/>

Q Life provides nation-wide peer support and referral service for LGBTI people, their families and health professionals. <https://qlife.org.au/> 1800 184 527

Smiling Mind- Free mindfulness meditation app to help you look after your mental health and manage stress and daily challenges <https://www.smilingmind.com.au/>

Ted Talks- explore the latest thinking on how to build a better learning community for educators, families and children. <https://www.ted.com/talks>

Work Health and Wellbeing- Strengthen your business Workplace Health and Safety Queensland. Toolkit designed to help businesses to improve systems that influence work health and wellbeing. <https://www.worksafe.qld.gov.au/safety-and-prevention/mental-health/mentally-healthy-workplaces-toolkit>

CONTINUOUS IMPROVEMENT/REFLECTION

The *Staff Wellness Program Policy* will be reviewed on an annual basis or earlier if there are changes to legislation or ACECQA guidance, or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 30 days.

SOURCES

ACT Government. [Healthier Work Initiative](#).

Australian Children's Education & Care Quality Authority. (2026). [Guide to the National Quality Framework](#)

Be You (2018): <https://beyou.edu.au>

Early Childhood Australia Code of Ethics. (2016).

Fair Work Act 2009 (Cth).

Fair Work Australia- (2024). [Right to disconnect legislation](#)

Ombudsman Act 2001 (Cth).

Privacy and Personal Information Protection Act 1998 (Cth).

Queensland Government. Queensland Health. [Healthier. Happier. Workplaces](#)

[Western Australian Legislation Education and Care Services National Regulations \(WA\) Act 2012](#)

Work Health and Safety Act 2011 (Cth).

Workplace Relations Act 1996 (Cth).

World Health Organization

REVIEW

POLICY REVIEWED	APRIL 2026	NEXT REVIEW DATE	APRIL 2027
VERSION NUMBER	V9.04.26		
MODIFICATIONS	<ul style="list-style-type: none">• annual policy review• sources checked and updated as required		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
APRIL 2025	<ul style="list-style-type: none">• annual policy review• updated Right to Disconnect legislation links• sources checked and updated as required	APRIL 2025	
APRIL 2024	<ul style="list-style-type: none">• annual policy review- no major changes to policy• additional statements related to variation of modern awards to include right to disconnect (effective August 2024)• hyperlinks checked and repaired as required	APRIL 2025	