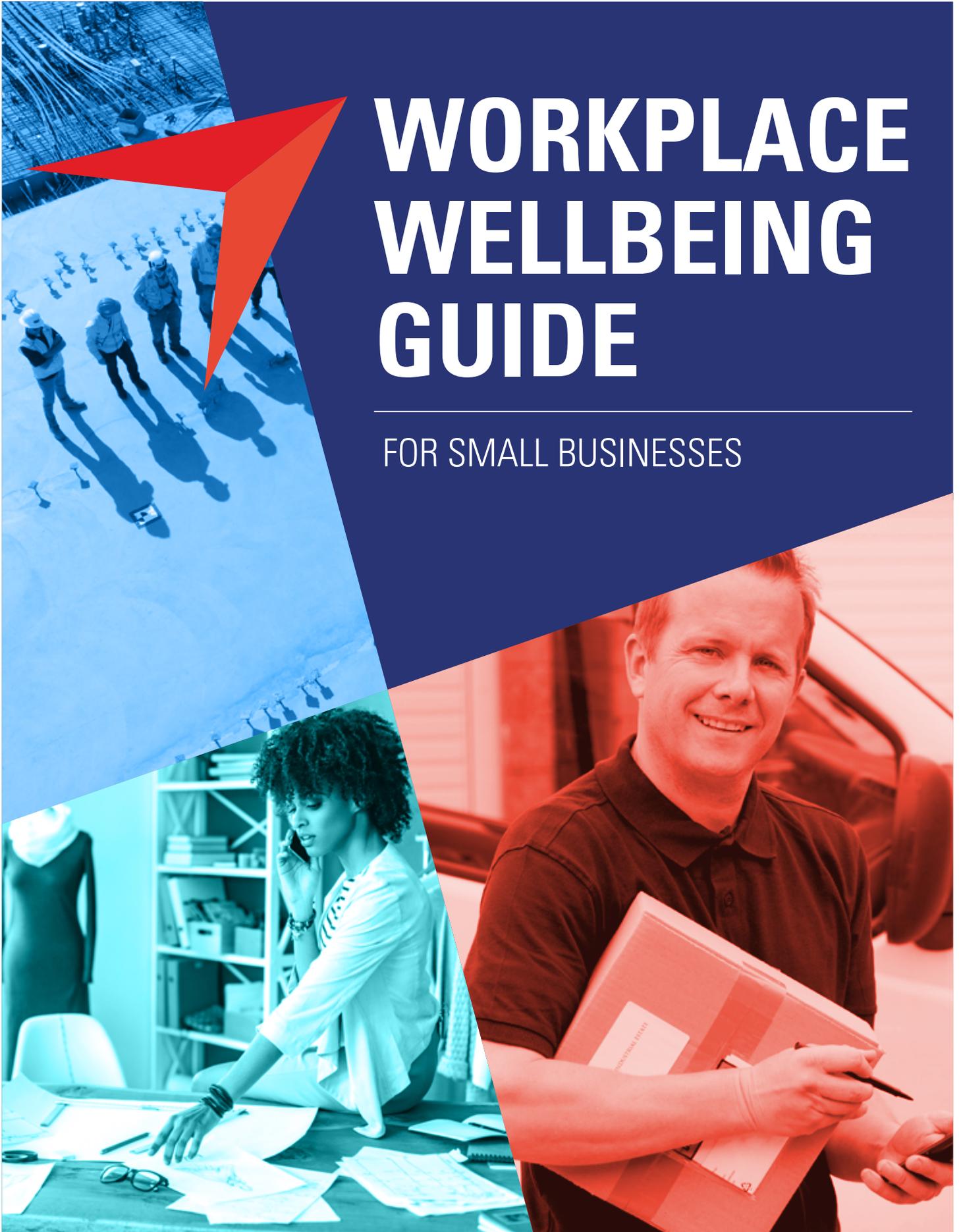




# WORKPLACE WELLBEING GUIDE

FOR SMALL BUSINESSES



**Business SA**  
Chamber of Commerce  
and Industry South Australia



Small Business  
Commissioner  
SOUTH AUSTRALIA

## **Acknowledgments:**

Business SA would like to acknowledge SA Health for funding the Healthy Workers Across Industry Program, and the Small Business Commissioner South Australia for their valuable contribution in producing this guide.

## **Disclaimer:**

Whilst every effort has been made to ensure that the information contained in this Small Business Workplace Wellbeing Guide is free from error and/or omissions, no responsibility can be accepted by Business SA, its employees or any other person involved in the preparation of this Small Business Workplace Wellbeing Guide for any claim which may arise from any person acting on information contained herein.

The information in this Small Business Workplace Wellbeing Guide is general information only and is not intended as medical, health or nutritional advice. It does not take into account any individual's personal situation or needs. You should consider obtaining professional advice from a medical or health practitioner, in relation to your own circumstances, before acting on this information.

# Endorsements



## **Martin Haese, CEO Business SA**

Business SA assists employers daily with navigating the complexities of business and has a diverse offering of advisory services including consulting, training solutions, mentoring, networking, export and international trade services, apprenticeship support, sponsorship opportunities and public and political advocacy. The interest and research for workplace health and wellbeing has grown and become a component of business strategy success.

Having owned my own businesses, taught university students, held public office and led positive change for communities, I have appreciated and learnt from each experience, but ultimately having good health and wellbeing is what supports success.

As a former business owner, it was more often the things that I didn't know that kept me up at night, and as business becomes increasingly complex, it is Business SA's core function to assist employers in growing their business and helping them to reduce their risk.

This guide is to help serve that function, because as a small business owner your own health and wellbeing has a significant impact on your business functions and then as you grow and employ staff your business bottom line will be stronger.

This guide will not only support your own health and wellbeing it will provide you with a way to create a healthy and safe working culture with workers who will be more productive, want to work for you and an overall healthier, happier workplace.



**Small Business  
Commissioner**  
SOUTH AUSTRALIA

## **John Chapman, Small Business Commissioner South Australia**

While there are many positives to running your own business, there are always immense challenges.

For many it is a way of life and one which you enjoy and look forward to.

Managing a small business is a constant and often includes challenges of being profitable, balancing cash flows, long hours and managing home and work.

Each year our office deals with thousands of small business owners, many whom are experiencing hardship or trouble in some form. Many are stressed, suffer anxiety or are depressed about their particular situation.

Most small business owners are too busy and preoccupied in their business to even notice how out of touch they may be with their own wellbeing or the wellbeing of others.

In developing this guide, it was important for me that this resource be aimed specifically for small business owners and to highlight that the path to wellbeing does not have to be a complicated one; simple and small steps in the right direction can make great impacts to someone's personal welfare.

This guide provides the necessary guidance and tools for small business owners to manage and maintain a positive and healthy environment for their business.

I am pleased to expand our partnership with Business SA in the development of this guide.

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# About this guide

This guide has been developed to support the small business environment, which consists of more than 140,000 small businesses (employing 0 - 19 full time equivalent) in South Australia, equating to about 98 percent of all businesses in the state and more particularly for:

- **The small business owner** - you need to think about you. This guide can help you build your smartest business strategy, your self-care. It's not designed to guarantee that you're going to get work-life balance perfectly right, because let's be realistic, it's not always achievable as a small business owner. There are always opportunities however, to bring in an element that is dedicated to 'you'. There are mitigation strategies that can improve your work-life balance, and this guide is aimed at helping you as a small business owner. The airline instruction, *"put your own oxygen mask on first before helping others,"* rings true. If you continue ignoring your own health, safety and wellbeing, your business, life and everything else could very well fall apart.
- **Your small team** - you might have one staff member or 18. Either way, once you are no longer a sole trader it is beneficial for you, your staff and your business to create a culture that embraces and supports health, safety and wellbeing in the workplace. Health and wellbeing programs are beneficial but they can be overwhelming when creating one. Knowing where to start, what is realistic, what is cost effective and what is achievable, along with everything else that needs to be done is important. This guide is developed to highlight how, as a small business owner, it is possible and achievable for you to integrate health, safety and wellbeing into your business practices.

## What we know about a small business owner's health and wellbeing



24hrs

They often work long hours, which is associated with poorer health outcomes.



57.6%

57.6% report high stress levels, which can cause a variety of health issues.<sup>i</sup>



They carry out multiple roles and are emotionally and financially invested, creating role ambiguity, work/life imbalance and financial concerns, which can lead to stress, fatigue and depression.

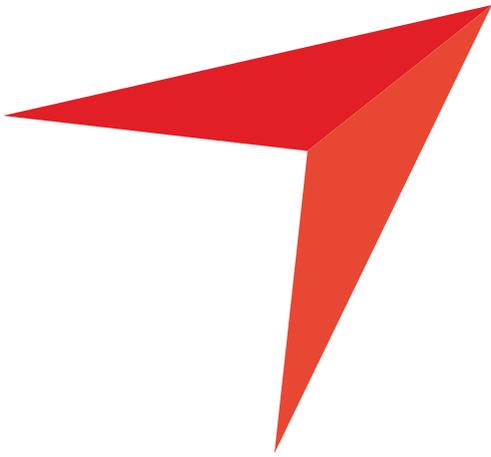


62%

50%



Small business owners and workers are likely to have similar healthy lifestyle risk factors, as Australia's general population, where 62% are physically inactive and 50% have a low fruit and vegetable intake.<sup>ii</sup>



# SECTION ONE

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FOR THE SMALL  
BUSINESSES OWNER

# Small business owner workplace wellbeing

## Put on your oxygen mask first

As a small business owner you have probably entered into business to work on something that you feel passionately about, so you can set your own hours, and be your own boss; however by now you've realised it's not always an easy journey.



**“There’s nothing more important than our good health - that’s our principal capital asset.”**

**- Arlen Specter (American lawyer, author, and politician)**

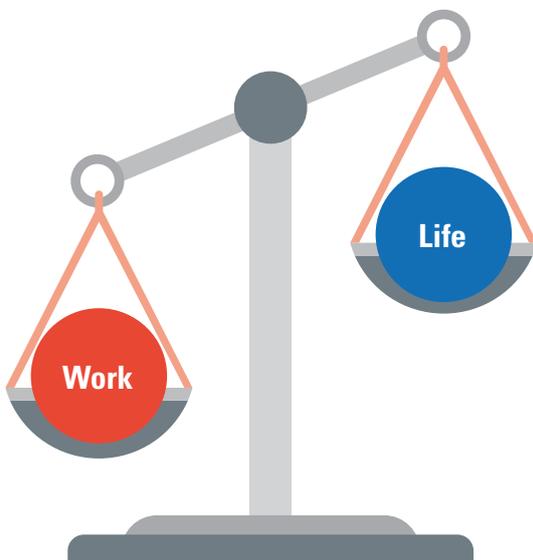
As a small business owner the pattern is often predictable – you get busy, stop taking care of yourself, begin to neglect the most basic things that are key to wellbeing such as not sleeping well, not eating well, not connecting with friends or family and not giving the brain time to recover. As a result, you can get a weakened mental and physical state resulting in burnout.

Hundreds of research studies have proven that wellbeing doesn’t just feel good – it’s the key to happier, healthier living. It’s important for increasing productivity at work, for better decision making, it’s better for the overall health of your staff, for living longer and fighting off illness. A high level of wellbeing will improve your relationships, whether at work or home, and significantly influences behavior.

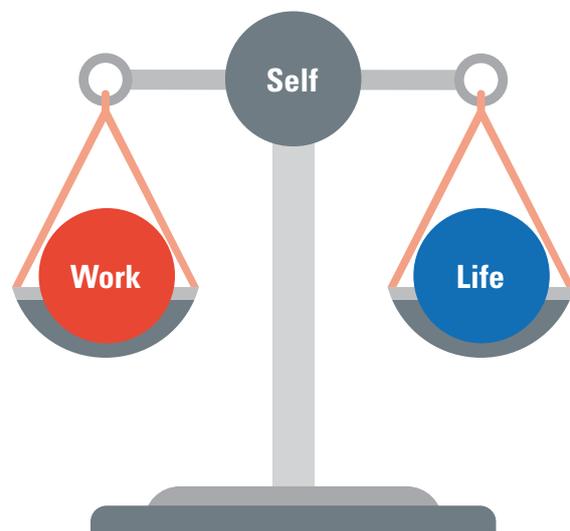
We have developed this guide to help you build your smartest business strategy – YOU and your health and wellbeing. The Airline industry instructs passengers to, “put your own oxygen mask on first before helping others,” and it rings true in business as well. If you ignore your own health, safety and wellbeing, your business, your life and everything else can fall apart.

Keven Laurence, author of *“17 habits to help higher achievers survive and thrive in leadership and life”*<sup>iii</sup> introduces the concept of work and life and how you as an individual get squeezed out of this equation. The smartest business strategy you can enact is to add the crucial ‘self’ to the mix as demonstrated in the diagram below.

### Unbalanced



### Balanced



# Seven personal steps to wellbeing

You can play an active role in your wellbeing by using these seven simple steps. These steps have been drawn from extensive research about protective factors for psychological, physical and emotional wellbeing.<sup>iv, v, vi</sup> These strategies are simple, but we know they can be challenging to act on when your small business is taking all your time and energy. Consider YOURSELF as a critical factor in your business strategy.



## 1. Connect

Creating connections with others is a fundamental human need. This includes with family, friends, work colleagues, neighbours and your local community. Taking the time to both broaden and strengthen these connections will harness and enrich your wellbeing. Joining a local business network group or forum is a good way to connect and draw on support from others.

**DO THIS: Connecting could mean a coffee with a colleague, a meal as a family, meeting a friend, a chat with a neighbour. Put down your smartphone and connect with the person in front of you!**



## 2. Be active

Physical activity is vital for positive wellbeing, whether it's walking, running, cycling, playing sports, gardening, dancing or another activity that gets you moving. Most important is finding the things you enjoy, the activities that suit your level of mobility and fitness and doing those activities regularly. This is one of the best things you can do for your wellbeing.

**DO THIS: At a minimum, step outside your office and go for a short walk. To ensure you benefit the most, aim for 30 minutes of activity that makes you huff and puff each day.**



## 3. Take notice

Be mindful, be curious and be in the moment. Take notice of things around you, be aware of your emotions, and reflect on your experiences. This allows you to savour the things you enjoy and become more aware of your priorities—such self-awareness impacts positively on wellbeing. It is also important to remind yourself to take notice of the small business milestones you achieve and the things that are going right.

**DO THIS: Press your 'pause' button and take the time to appreciate the small things.**



## 4. Keep learning

They say we learn something new every day, and science tells us this sentiment is important for our wellbeing. Learning new things boosts your confidence and this is great for your wellbeing.

**DO THIS: Try something new, sign up for a learning course, rediscover something you used to love.**



## 5. Help others

Most people would agree that helping others is a good thing to do in itself. But research shows it can also improve your wellbeing. Helping others can give you a sense of purpose and belonging, build friendships and make your community a better place.

**DO THIS: Do something nice for a friend or a stranger. Thank someone. Smile. Volunteer your time. Set your business up to donate to charity.**



## 7. Eat right

“You are what you eat”, so if you’re one of those people who says: “I was so busy I forgot to eat” or you’re too busy to make your lunch and end up buying junk food, then you’re likely to feel sluggish and your brain is likely to perform poorly. You need good fuel for peak mental and physical performance – much like how you want your business to run.

**DO THIS: Stock your workspace with high-quality nutritious snacks, plan and pack workday meals in advance, keep a water bottle by your side and be conscious of mindful eating.**



## 6. Sleep

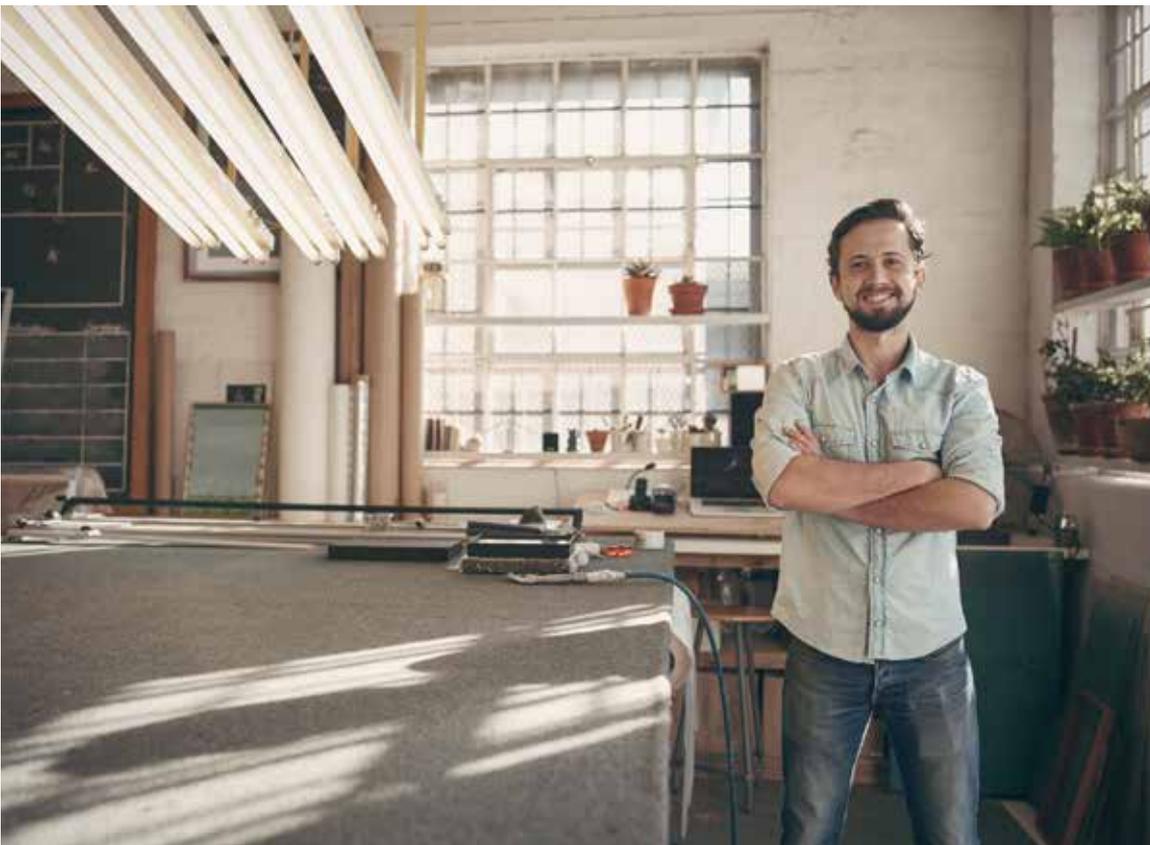
Staying up late working may help you get things done today, but it will affect your productivity tomorrow. There is a clear link between sleep and mental and physical health. Most people would agree that if you’re sleep-deprived you’re more irritable, it’s harder to concentrate, and you may weaken your immune system. Good sleep is about the right length, timing and quality. This means adults should aim for seven to nine hours of sleep per night; night time is when we get the best quality sleep; and quality sleep is described as you falling asleep with 30 minutes, you sleep soundly through the night with only one waking and if you do wake that you go back to sleep within 20 minutes.

**DO THIS: Stop using electronics one hour before going to sleep, limit caffeine after 4pm, get some sunlight every day and don’t go to bed hungry, overly full or angry. If you can’t fall asleep after 30 minutes, get up – try some relaxation techniques (take a shower, drink a cup of herbal tea, meditate, write your thoughts in a journal) then go back to bed when you feel more relaxed and sleepy.**

## Three common stress points for small business owners and suggestions to manage them

Feeling stressed and overwhelmed is a common response for many small business owners based on their need to wear multiple hats, excessive workloads, never-ending problem solving, staff management, financial stress and the numerous unforeseen stresses that are out of the business owners' control. Owning and operating a small business is stressful, and you can't really escape the stress. However, you can combat it by looking for outside services and supports to minimise those stressors, and by intentionally putting in place small business stress management strategies. <sup>vii, viii, ix, x, xi</sup>

**Many business owners, particularly in the early stages of running a business, struggle to understand their business financials. Expanding your knowledge and business financial skills can help improve how you manage your cash flow and business finances and therefore help with your stress levels.**





## 1. Cashflow

Financial stress is very common for small business owners. The pressure and responsibility of maintaining positive cash flow after covering expenses and having a steady income can derail your productivity and overall wellbeing. Here are a few ways to maintain a healthy cashflow.

### Monitor your cashflow

Keeping track of all money coming in and going out can be difficult, but your cashflow is only as good as your accounting and reporting.



**Allocate time to keep your records up to date - don't let this get out of hand.**



**Make it easier to monitor your cashflow by using a system such as XERO or Quickbooks, which enables you to manage your invoices and check you cashflow on a real-time dashboard.**



**If you're not confident with numbers, hire a professional accountant or bookkeeper.**

### Getting your invoices paid on time

Australian payment times are among the worst in the world, with invoices paid, on average, 26 days late.<sup>xii</sup> It's no wonder small business owners are stressed about being paid. Try these helpful tips;



- Issue invoices promptly with clearly defined terms and conditions for payment.



- Make it as easy as possible for customers to pay you by offering them additional payment options such as having your bank account number on your invoices, credit card options, and accepting additional payment systems (i.e. EFTPOS and PayPal).



- Allocate time to chase payments.

- Don't be too lenient with your customers.

- Administering a stern but polite invoicing strategy.

- Don't be afraid to take more formal action if you need to.

- Contact the Office of the Small Business Commissioner for further assistance.



## Get your pricing right

If you need more cash, consider revising your pricing. If you're thinking of marking down a product to increase sales, ensure you can recover the costs elsewhere.

## Control and monitor stock levels

Think less is more when purchasing inventory to avoid sinking precious cash into excess stock. Do regular inventory reviews to hold only as much stock as you require to run the business efficiently and modify the quantity and timing to coincide with higher cashflow periods.

## Reduce your outgoings

Effective cashflow management also means keeping outgoing payments to a minimum. Look for opportunities to save money by streamlining business practices and reducing operating costs, for example;



- Minimise energy costs by installing energy-efficient products or by undertaking some business activities outside of peak electricity usage periods.



- Identify areas where you can reduce wastage or improve production efficiencies.

- Review your insurance, phone and internet service contracts when they become due for renewal to ensure you're getting the best deal.

- Negotiate your lease with your landlord.



- Negotiate with suppliers for better buying opportunities.

- Rather than advertising across the entire metropolitan area, limit your exposure to areas located close to your customer base, as servicing customers in your local area will help reduce travel time and fuel costs.

## Build a cash reserve

It's not always possible to build a large cash reserve but creating a cash reserve will give you the confidence and finances you need to grow your business, and help you manage unexpected events and expenses. It may give you the opportunity to pick up inventory at a discount, or take on a large order or new client. It might mean paying yourself a little less in the short term, but in the long term it will put your business on the path to success. That ultimately means more money in your pocket.

Further information visit [www.business.gov.au/finance](http://www.business.gov.au/finance)



## 2. Trying to do it all alone

There is no changing the fact that we only have 24 hours in a day – you cannot stretch it out. The silent belief that working 70 hours or more each week in order to be successful and doing it all yourself, is impossible to maintain for the long term. We also understand that as a small business owner you are the bookkeeper, the human resources department, the salesperson, the workplace health and safety officer, and the marketing manager. You are a jack of all trades. So how can you manage it all on your own while juggling your time to make the most of your 24-hour day?



### Plan ahead and make a list

Allocate time, learn to keep to a schedule in order to manage your busy workload, prioritise and rank your tasks from greatest importance to least. The real challenge can be sticking to your schedule. Sometimes if you try to do a bit of every task, you may end up completing none. Multi-tasking is overrated – focusing on one task at a time increases productivity and performance. Other than finding a pen and paper, there are some really great apps and systems for creating your to-do list.



### Pay attention to your most productive time and place

Are you better after a morning jog, are you an evening go getter, or do you know you work better in an office environment rather than at home? Most of us are wired to have certain productive times. Get to know yours and use it to your advantage. Take note to identify and eliminate your time wasters – everyone has something they waste too much time on – social media, going for lunch, answering too many emails? Try cutting those time wasters out of your day—or at least reduce the time spent on them.

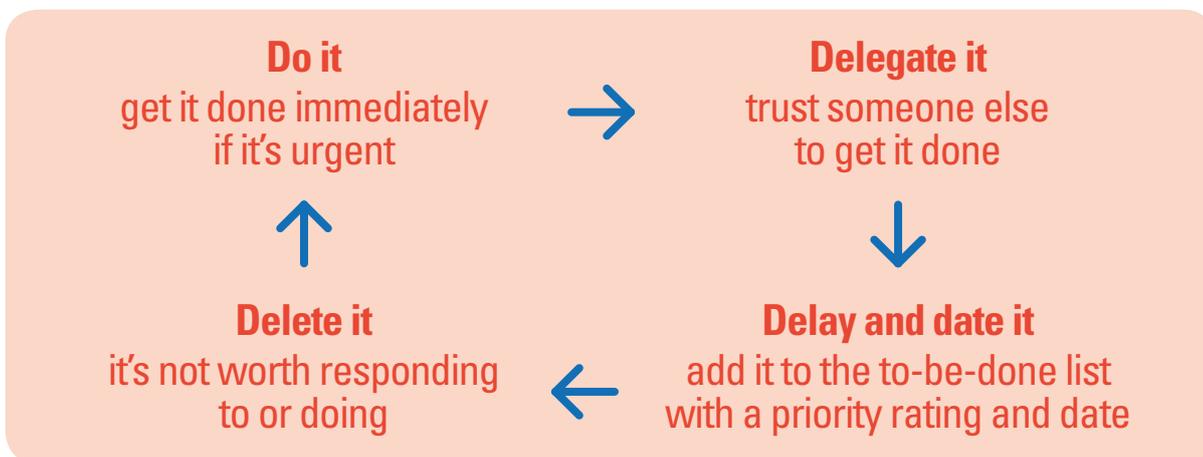


## Delegate or outsource

As time becomes more constrained and if you find you're struggling to keep up with demands as well as business growth, then it may be time to delegate or outsource. Pinpoint the tasks you procrastinate on, identify the time suckers and find contractors or freelancers who specialise in those skills. Reach out to professional networks for referrals to trustworthy people and ensure you set and enforce deadlines, so the tasks get done.

## The four Ds of productivity

If you are struggling to take charge of all those tasks then consider using the popular productivity strategy known as the four Ds of effective time management. It involves making decisions about what to act on now, later or even never.



Suggested reading: *Getting Things Done: The Art of Stress-Free Productivity* by David Allen



## 3. Keeping up with compliance

Every business, small, medium or large, must comply with financial and tax arrangements, legal and staff-related obligations, work health and safety and licensing requirements. It can be complex, confusing and ever-changing. There are various free support services, advice and guides which are listed in the resources section of this guide to help support small business, don't be afraid to use them. Contact the Small Business Commissioner Help Line for advice on **1800 072 722**

### What to do if it all gets too much!

One in five people experience a mental health condition and at least 57 percent of business owners report stress. The common adage of, "it's normal when running a business," or, "I just have to keep going," will eventually come crashing down. Be business smart and plan for the time when you need to have time off from your small business.



## TO DO: Create your plan for when things get too much

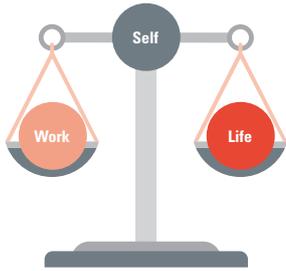
- Identify your most common red flags (such as a knot in your stomach, feeling nauseous, heart palpitations, behavior changes, being moody, feeling sad or anxious, argumentative, disconnecting from others, feeling overwhelmed) then take action to address them sooner than later.
- Make a list of local contacts and resources you can refer to (your doctor, an industry association, a business mentor, an online business forum like Flying Solo, Lifeline or Beyond Blue).
- Plan for what you would do if you were unable to run your business. What would this look like for you? A family member, a staff member, job sharing or outsourcing, putting things on hold, or using a safety net – planning for this before it happens will help reduce the pressure.<sup>xiii</sup>

1. Write your red flags here	2. Your list of supports
3. What is your plan if you couldn't work	

# Summary guide

## Small business owners – Put on your oxygen mask first

As a small business owner you probably entered into business to work on something that you feel passionately about, so you can set your own hours and be your own boss; however by now you've realised it's not always an easy journey. If you continue to ignore your own health, safety and wellbeing, your business, your life and everything else could fall apart.



### Work - Self - Life Balance

**The smartest business strategy you can do is to add the crucial 'self'.** As a small business owner the pattern is predictable - you get busy, stop taking care of yourself, you begin to neglect the most basic things that impact upon wellbeing such as not sleeping well, not eating well, not connecting with friends or family, and not giving the brain time to recover. As a result, you get a weakened mental and physical state, resulting in burnout.



### Cash flow stress

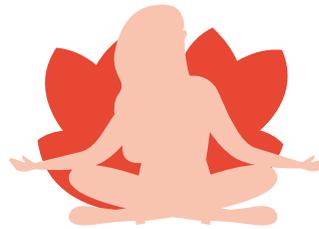
The pressure and responsibility of maintaining positive cash flow after covering expenses and having a steady income can derail your productivity and overall wellbeing.

1. Monitor your cash flow
2. Get invoices paid on time
3. Get your pricing right
4. Control and monitor stock
5. Reduce your outgoings
6. Build a cash reserve



### Keeping up with compliance

Starting up any kind of business requires compliance with financial and tax arrangements, legal and staff-related obligations, work health and safety and licensing requirements. It can be complex, confusing and ever-changing. To keep up-to-date and access free support and advice, call the Office of the Small Business Commissioner on **1800 072 722** or visit the Small Business Centre Shopfront at 99 Gawler Place, Adelaide.



### 7 Ways to Wellbeing

These seven strategies are simple, but we know they can be challenging to act on when your small business is taking all your time and energy. Your business will be better if you add a little of these into your day.

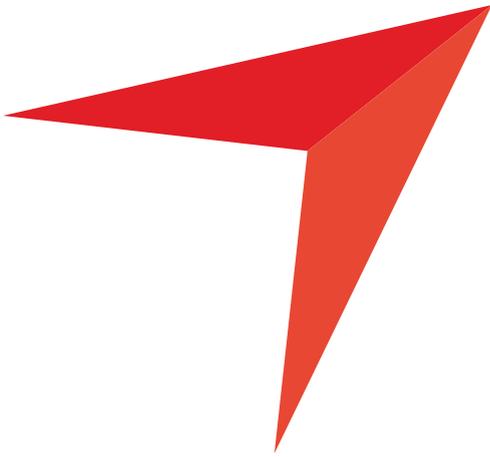
1. Connect
2. Be active
3. Take notice
4. Keep learning
5. Help others
6. Sleep
7. Eat right



### Effective time management

There's no changing that we only have 24 hours in a day - you cannot stretch it out.

1. Plan ahead and make a list
2. Choose to work at your most productive time and place
3. Delegate or outsource
4. Use the four D's of productivity  
(Do it, Delegate it, Delete it, or Delay but date it).



# SECTION TWO

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FOR THE SMALL BUSINESSES  
WORKPLACE TEAM

# Small business workplace wellbeing

## - then help others

You might have one staff member or you may have 18; either way once you are no longer a sole trader it will be beneficial for you, your staff and your business to create a workplace culture that embraces and is supportive of health, safety and wellbeing. Loyal, productive employees are a major asset to running your business, so it's important to find and keep valued staff, and workplace wellbeing is one way you can do that.





## What we know about small businesses

- Less likely than medium and large business to have health and wellbeing programs in place
- Time and resources can be tight
- Less bureaucratic which means decision making and change can happen more quickly
- Can feel overwhelmed about exactly where to start, what is realistic and what is cost effective
- A challenge to fit wellbeing in on top of everything else that needs to be done

Business SA has developed this guide to highlight how, as a small business owner, it is possible, achievable, and not overly time consuming or expensive for you integrate health, safety and wellbeing into your business practices. The guide contains;

1. Five overarching tips to create a happy, healthy workplace
2. A checklist on developing a health and wellbeing program for your team
3. A list of resources useful for small business

## What we know about the benefits of workplace health and wellbeing for small businesses



Every dollar spent on workplace mental health among small businesses returns \$14.50 in productivity benefits.<sup>xiv</sup>



Workplace wellbeing strategies are more likely to be effective and cost savings much higher when compared with larger business.



Staff will be more motivated, more productive, less likely to take sick leave.<sup>xv</sup>



A healthy workforce results in 50 percent fewer workplace injuries.



The cost of an unhealthy workforce results in 7 times more costly compensation claims.

# Five tips to help small businesses create a happy, healthy workplace



## 1. The physical space

The physical space you work in can impact your wellbeing. Even small design changes can boost your staff wellbeing. Consider these:

- Access to natural light
- Clean and tidy workspaces
- Make your lunchroom inviting
- Stock the kitchen with utensils that enable you to eat healthily
- Place some greenery around the workspace
- If you stand all day (such as retail or hospitality) have comfortable sitting areas for staff breaks. If it's the opposite and you're desk-bound, try and make your office more active



## 2. Build a positive culture - lead by example

As a small business owner it is more likely that you are the manager and leading across the business. You will therefore have a vital role to play when it comes to the culture, the practices and creation of the office vibe. If you support and encourage positive workplace health, safety and wellbeing practices, over time you will improve your business culture. A positive culture can help small business owners minimise productivity disruptions, avoid costly incidents and injuries, and reduce overheads.



## 3. Be a great manager

The influence that a manager or supervisor can have on individual's wellbeing is enormous. So how do you as the manager create positive working relationships where your staff can thrive?

- Connect with your staff – every human relationship begins with respectful communication and connection, and in small business, it is essential, given the many close-working relationships
- Consult with your staff - dedicate time to discuss health, wellbeing and safety issues and ask staff for solutions in response to managing any issues that may arise
- Train yourself, build your skills in managing staff – including conflict resolution, performance management, communication skills, emotional intelligence, bullying and harassment, mental health awareness, workplace stress and hazard reduction. This does not have to be costly, there are many free courses available online for you to up skill in your own time
- Normalise difficult conversations - the biggest thing smaller firms can do, which has little to no cost associated, is to normalise and promote discussion about mental health in the workplace
- Encourage staff to seek information and support – Australians tend to take on a “she'll be alright” attitude and research tells us that only a third of people will seek help for mental health
- Be prepared to provide information and encourage your staff to seek medical advice for all health-related problems

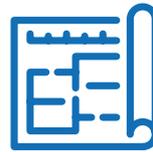


#### 4. Encourage your employees to be healthy

# 4

You can't tell your staff what to do when it comes to individual health choices, but you do have some influence over what happens within work hours. Here is what you can do:

- Encourage healthy food and drinks to be consumed whilst at work
- Model good healthy habits
- Create a culture of responsible drinking of alcohol
- Encourage staff to take entitled breaks
- Participate in health events such as RU OK Day, Movember, Dry July
- If you are gift giving or rewarding employees, introduce healthy gifts such as fruit and nut baskets or massage vouchers
- Tap into free government-supported health services including Quitline, Get Healthy Coaching or local council activities
- Link in with local businesses to see what they can offer your employees (for example discounted or trial gym memberships)
- Support each other to take lunch breaks and be active in the office
- Promote a smoke-free workplace



#### 5. The basics in policy and procedure

# 5

As mentioned earlier, it is tough for a small business to keep up with compliance and legislation, as well as managing cash flow and customer satisfaction. There are a few key policies that are essential for health and wellbeing. These should not end up as shelf-sitters and should be incorporated into all inductions and business-as-usual operations, including:

- Workplace Health and Safety Policy (including psychological risk)
- Bullying, Harassment and Discrimination Policy
- Code of Conduct
- Leave Policy
- Drug and Alcohol Policy
- Grievance Policy
- Performance Counselling and Discipline Policy

# Checklist for your small business health and wellbeing program

If your small business has more than 10 staff members you may want to take on a more planned and structured workplace wellbeing program. The benefit of incorporating a program into your business, rather than a one-off, ad-hoc activity is that it will yield larger results not only for your workers' health and wellbeing, but for your business in general.

Follow this step-by-step guide, which is modified from the Healthy Workers Healthy Futures Toolkit designed by SA Health.



## STEP ONE: Getting started

You have to start somewhere, right? If you don't plan then you are planning to fail, so here are the steps to get your planning process started – take the leap for your business success.

- As an owner openly endorse the program
- Propose the idea of a program to your staff and ask for their involvement
- Consider your resources (financial, human and environmental)





## STEP TWO: Needs assessment

A needs assessment is a way to review your workplace needs and gaps. You should aim to find out what your staff interests are, how you may influence the physical space and infrastructure, and review your culture and other business strategies.

- Download the SA Healthy Workers Audit Tool from [www.sahealth.sa.gov.au/healthyworkers](http://www.sahealth.sa.gov.au/healthyworkers)
- Complete the audit tool to review your physical space, policies, culture and programs for your employees
- Ask your staff what their health and wellbeing priorities are – at a staff meeting or in individual discussion
- Collect any WorkCover or sick leave information
- Based on the above information, list your workplace health and wellbeing priorities



## STEP THREE: Action

- Complete an action plan including the activities your business will undertake – it's best to include an activity for your staff, the physical space and the culture/policy
- Include who, what, when and how you will evaluate success in your action plan
- Promote your selected activities with your staff
- Get down to action



## STEP FOUR: Monitor and review

You don't need to be a rocket scientist to know if something you've done in your small business has worked. It is useful however, to consider these steps:

- Seek ongoing feedback from staff
- Reflect on the challenges
- Discuss program improvements
- Celebrate your successes

# Summary guide

## Small business team - Create a happy, healthy workplace

You might have one staff member or you may have 18, either way once you are no longer a sole trader it will be beneficial for you, your staff and your business to create a workplace culture that embraces and is supportive of health, safety and wellbeing. Loyal, productive and healthy employees are a major asset to running your business, so it's important to find and keep valued staff, and positive workplace wellbeing is one way you can do that. Here are five affordable and easy tips to create a happy, healthy workplace.



### Create a healthy physical space

Small changes in design can boost wellbeing. Try improving access to natural light, add some greenery, keep work-spaces clean and tidy, make the lunchroom inviting and stocked with utensils, get the right equipment for your job.



### Build a positive culture

As a small business owner it is more likely that you are a manager and leading across the business. You have a vital role to play when it comes to the culture, the practices and the creation of the office vibe. If you support and encourage positive workplace health, safety and wellbeing practices, over time you will improve your business culture.



### Be a great manager

Employees' wellbeing is closely related to the relationship and the skills of the immediate supervisor. As a manager train yourself and build management skills in conflict resolution, performance management, mental health awareness, stress management techniques, work health and safety and normalise difficult conversations. Connecting and consulting with your staff will create a happier workplace.



### Encourage healthy behaviours

You cannot tell your staff what to do when it comes to individual health choices, but you do have some influence over what happens within work hours. Here is what you can do: promote a smoke free workplace, provide healthy food and drinks, participate in health events, reward with healthy gifts, encourage staff to take breaks and be active at work.



### The basics in policy and procedure

There are a few key policies that are essential for positive health and wellbeing including: WHS policy that includes psychological risk, bullying, harassment and discrimination policy, drug and alcohol policy or fit for work, grievance policy, performance counselling, discipline policy and, leave policy including flexible work arrangements.



# SECTION THREE

## RESOURCES FOR THE SMALL BUSINESS OWNER

### Small business

## Resources for workplace health and wellbeing

The following resources and websites can help you as a small business to focus on workplace wellbeing and support your staff to thrive.

**Join an Industry Association** Business SA offers a range of services, products, advice and training, provides excellent networking opportunities, keeps you up-to date and provide your small business with advice. Visit [www.business-sa.com](http://www.business-sa.com)

#### Office of the Small Business Commissioner

Located at the Small Business Centre Shopfront on the ground floor, 99 Gawler Place, Adelaide. The Small Business Centre Shopfront is a physical location to get advice and information about starting, running or growing your business, phone **1800 072 722** Visit [www.sasbc.sa.gov.au](http://www.sasbc.sa.gov.au).

#### Small Business Commissioner Help Line

If you need any assistance, please call **1800 072 722** for information relating to small business. Visit [business.sa.gov.au](http://business.sa.gov.au)

#### SafeWork SA

Use the [Simple Steps to Safety Guide](#) to create a positive work, health and safety culture, which contributes to the safety of your business. Find out about regulations and requirements relating to providing a safe and healthy environment for staff, customers and clients who access your workplace. Call an advisor **1300 365 255**. Visit [www.safework.sa.gov.au](http://www.safework.sa.gov.au)

#### Australian Business Licence and

**Information Service** Provides government licences, permits, approvals, registrations, codes of practice, standards and guidelines for meeting compliance responsibilities. Visit [ablis.business.gov.au](http://ablis.business.gov.au)

#### Australian Competition & Consumer

**Commission** Provides resources and information to help small businesses understand rights and protections under the law. Visit [www.accc.gov.au](http://www.accc.gov.au)

#### Australian Securities & Investments

**Commission** Register a business name and learn about the legal obligations associated with being a small business operator. ASIC also has an online small business booklet - Running a small business in Australia - what you need to know. Visit [www.asic.gov.au](http://www.asic.gov.au)

**ReturntoWorkSA** Provides work injury insurance for South Australia. RTWSA website includes information on claims, return to work and healthy workplaces. Visit [www.rtwsa.com](http://www.rtwsa.com)

**Australian Taxation Office** Provides information about small business taxation requirements, including managing invoices, payments and paperwork, managing cash flow, GST lodging an activity statement and paying taxes and fees. Visit [www.ato.gov.au](http://www.ato.gov.au)

**Consumer and Business Services** Provides licences and registrations relating to specific business needs. Visit [www.cbs.sa.gov.au](http://www.cbs.sa.gov.au)

**Revenue SA Revenue SA** Provides information about payroll tax and other taxes affecting small business. Visit [www.revenuesa.sa.gov.au](http://www.revenuesa.sa.gov.au)

#### Office of the Fair Work Ombudsman

The FWO will provide information on obligations relating to employing staff including Awards, agreements and employee entitlements. A small business section with free courses online. Visit [www.fairwork.gov.au](http://www.fairwork.gov.au)

**SA Health – Workplaces** The Healthy Workplaces webpages provide tools and resources to create a healthy workplace and tips for small business. Visit [www.sahealth.sa.gov.au/healthyworkers](http://www.sahealth.sa.gov.au/healthyworkers)



**Heads Up** Provides information, online training, and resources for workplace mental health and wellbeing. There is a dedication section for small business. Visit [www.headsup.org.au](http://www.headsup.org.au)

**Everymind** Provides the Ahead for Business mental health and wellbeing website and a smart phone application to meet the needs of small business owners. Visit [www.aheadforbusiness.org.au](http://www.aheadforbusiness.org.au)

**The Australian Small Business and Family Enterprise Ombudsman** Provides quick links to help you identify the signs of mental health, how to act, find support and your legal responsibilities. Visit [www.asbfeo.gov.au/mental-wellbeing](http://www.asbfeo.gov.au/mental-wellbeing)

**Subscribe to a reputable mailing list.** Join the many free mailing lists that will keep you up-to-date with regular emails, changes and ideas for wellbeing at work e.g. SA Healthy Workers Email: [HealthyWorkers@sa.gov.au](mailto:HealthyWorkers@sa.gov.au)

**Business SA** The website includes a practical guide to managing stress for small to medium-sized business, a workplace wellbeing information kit, short video for small business and electronic documents, including this guide electronically. Visit [www.business-sa.com](http://www.business-sa.com)

**Not-for-profit foundations** Provide free resources, information sheets and mailing lists. Search for the Heart Foundation, Cancer Council, Arthritis SA, Get Healthy Service, Beyondblue, Lifeline

## References

- i** - <https://everymind.org.au/research/mental-health-and-wellbeing-in-australian-small-business>
- ii** - Australian Bureau of Statistics. The Australian Health Survey 2014-2015 – first results. Health risk factors by industry [Internet]. Canberra (AUST): ABS; 2016. [Cited 23 August 2016]. Available from: <http://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4364.0.55.001~2014-15~Main%20Features~Key%20findings~1>
- iii** - Keven Laurence offers a free workbook on line <https://lawrenceandco.com/wp-content/uploads/2018/05/Your-Oxygen-Mask-First-Workbook.pdf>
- iv** - New Economics Foundation (NEF), commissioned by the UK Government, identified the five evidence-based actions that need to be built into our daily lives for wellbeing (NEF 2008).
- v** - [www.sahealth.sa.gov.au/wps/wcm/connect/f0d237a1-82e3-4de9-98cd-2ba42fd72eb5/Public+Health+Week+2019+-+Toolkit2.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-f0d237a1-82e3-4de9-98cd-2ba42fd72eb5-mHE.3aD](http://www.sahealth.sa.gov.au/wps/wcm/connect/f0d237a1-82e3-4de9-98cd-2ba42fd72eb5/Public+Health+Week+2019+-+Toolkit2.pdf?MOD=AJPERES&CACHEID=ROOTWORKSPACE-f0d237a1-82e3-4de9-98cd-2ba42fd72eb5-mHE.3aD)
- vi** - [5waystowellbeing.org.au/tools-resources/for-individuals](http://5waystowellbeing.org.au/tools-resources/for-individuals)
- vii** - <https://www.smallbusiness.wa.gov.au/blog/managing-your-cash-flow>
- viii** - <https://www.xero.com/au/resources/small-business-guides/business-management/managing-cashflow/>
- ix** - <https://thesbhub.com.au/content/dam/anz-smallbusiness/downloads/ANZ0023-Infographic-Final.pdf>
- x** - <https://www.macquarie.com/au/business-banking/business-management/expertise/cash-flow/>
- xi** - <https://www.smallbusiness.wa.gov.au/blog/managing-your-cash-flow>
- xii** - 2017 Payment Times and Practices Inquiry
- xiii** - see the Victorian small business commission for a mental health strategic plan template
- xiv** - PwC's analysis
- xv** - SA Health – healthy workers



Working for your business. Working for South Australia > [business-sa.com](https://business-sa.com)