



Healthy Workplaces Service

Frequently Asked Questions



Government of
South Australia

This is a joint initiative of Wellbeing SA,
Department for Industry, Innovation and Science,
ReturnToWorkSA, SafeWork SA and Office of the
Commissioner for Public Sector Employment.



1 Why is a healthy workplace important?

Everyone deserves to work in a place where their health and wellbeing matter. A healthy workplace is a thriving workplace with strong leadership for a culture of care that leads to greater engagement and productivity, fewer work-related injuries and illnesses, and improved health and wellbeing outcomes for its workers.

2 What is the Healthy Workplaces Service?

The Healthy Workplaces Service provides free information and support to businesses in South Australia so that they can create healthy, safe, and thriving workplaces.

3 What can the Healthy Workplaces Service provide?

The Healthy Workplaces Service provides information and support to help businesses to:

- design, implement, and monitor an integrated and holistic approach to workplace health and wellbeing
- address specific health and wellbeing issues within a workplace
- link into services and evidence-based resources to promote health, wellbeing, and safety.

4 What is the difference between this service and other corporate providers who offer health and wellbeing advisory services?

Many corporate providers offer health products, rather than a strategic approach to workplace health and wellbeing. While health products can complement a sustainable healthy workplace plan, the state-wide service offers unique support to workplaces including:

- free information and links to resources from highly skilled advisors

- mentoring through a quality improvement process, not just a once-off product for employees
- information based on evidence from trusted sources – we never sell products or provide biased information
- specialist knowledge and connections across multiple agencies for an integrated approach to care – health, safety, wellbeing.

5 What health and wellbeing topics can the service support?

Our Healthy Workplace Advisors can help you to:

- tackle healthy lifestyle topics including smoking, nutrition, alcohol, physical activity, overweight/obesity, and early detection
- create an integrated approach to address psychosocial risks in the workplace and create a mentally healthy workplace
- create an integrated approach to manage hazards on musculoskeletal disorders, sleep and fatigue, and heat and sun exposure.

6 What type of issues are not covered by the service?

The service cannot provide:

- specific advice related to safety, human resources, or industrial relations
- support for individual workers experiencing physical or mental health and wellbeing related issues, whether requested by their employer or themselves
- specific advice on legal industrial relation matters of employee/ employer concerns.



7 Who provides the Healthy Workplaces Service?

This is a joint service initiative of the Collaborative Partnership for Health and Wellbeing in South Australia. Depending on the nature of health and wellbeing needs of the workplace, cases will be assigned to corresponding Advisor from Wellbeing SA, Department for Industry, Innovation and Science, ReturnToWorkSA, SafeWork SA and Office of the Commissioner for Public Sector Employment.

Our Healthy Workplaces Advisors are qualified professionals from across areas of health promotion, workplace health and safety, and business services. All Healthy Workplace Advisors receive induction and professional development training to ensure they meet the requirements of the service.

8 Who can access the Healthy Workplaces Service?

All South Australian workplaces across all industry sectors, whether they are small or large organisations, can access the service.

9 Is the Healthy Workplaces Service free of charge?

Yes, the service is free for all South Australian workplaces.

10 How can I access the Healthy Workplaces Service for my workplace?

Register your workplace through the online form at healthyworkplaces.sa.gov.au/service to access the service.

11 What information do I need to complete the online registration form?

Our Advisors tailor their support to each workplace and their needs, so we will ask for some workplace demographic information (e.g., number of staff, postcode, industry), the area of enquiry or issue you need help with, and the level of support you might require. We only use this information to provide advice through the service and it is stored and de-identified to meet data privacy guidelines. For more information about our privacy policy, please visit our website: healthyworkplaces.sa.gov.au

12 How soon will I hear back from an advisor after submitting my registration?

Your case will be assigned to the appropriate agency based on your health and wellbeing needs and then a Healthy Workplace Advisor will contact you within 5 working days.

13 Where can I find more information and resources to support the health and wellbeing of my workplace?

Visit healthyworkplaces.sa.gov.au for evidence-based information, tools, resources, and support that will help you create a healthy, safe, and thriving workplace.

14 What if I need further help with the service?

If you need more information or help with the Healthy Workplaces Service you can visit healthyworkplaces.sa.gov.au/service or contact us by:

Email: hws@sa.gov.au

Phone: 08 8413 8299





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