

## Highlights

### Objectives

- Design a health program to assist in developing a more resilient and adaptable workforce, suitable to the changing demands of Hatch's clients
- Implement a health program that has equity and sustainability, accessible to all Hatch people in Australia
- Tailor the Hatch Health Program, once implemented, to Hatch people, offering flexible delivery and innovative design

### Challenges

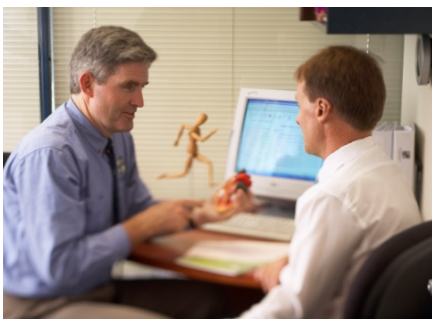
- Hatch have a diverse consulting workforce who frequently move location, both nationally and internationally
- Hatch's matrix management approach required timely promotion and working very closely with key stakeholders at various levels to achieve 'buy-in' or embracing of new initiatives

### Ford Health Solution

- Design of a flexible health program that could be accessed from a number of locations around Australia including regional and remote areas of Vic, NSW, Qld, SA & WA
- 'Buy in' of key stakeholders required senior consultation, understanding of the matrix approach to decision making and a staged implementation of Health Program

### Results

- Ford Health implemented a sustainable, flexible and equitable Health Program which is about to go into its 4<sup>th</sup> year of operation
- Early results include a decrease in health risks within the assessed population in the areas of neck and back health, some mental health indicators and lifestyle factors



The Hatch Group provides process and detail engineering, technologies business consulting and project and construction management services to the Mining and Metals, Energy and Infrastructure sectors around the world. Its Australian division employs in excess of 1,500 employees spread diversely around the country, in 11 main offices in Vic, NSW, Qld, SA and WA.

## Overview

Hatch has a diverse workforce around Australia, with many employees located in remote worksites. They approached Ford Health to design an equitable health program that Australian employees could access in all sites, even the most remote.

The main aim was to achieve a well supported and resilient workforce. The health program had to be able to stay in touch with each employee entering the program, no matter where they were located. Based on a risk model of identifying, prioritising, mitigating and evaluating health, the Hatch Health Program was implemented in 2005.

## Strategy

Ford Health took up the challenge to provide a Health Program for Hatch that had equity and sustainability. A universal program began with **Personal Assessments** (at 2 levels) covering risk areas based on medical evidence. Flexible options of delivery locations and times were offered to cater to different needs.

Delivered on a voluntary basis starting with senior mission critical staff, the program extends to onsite Project staff from each hub and regional office.

The program was promoted through targeted emails, monthly newsletter, visual posters and invitations, employee induction program, stakeholder endorsement and via safety committees. Ford Health liaised closely with the Hatch communications team to ensure everyone understood the Health Program was open to all staff, was private and confidential, free of charge and designed to complement their existing GP service.

The health results gave Hatch an accurate view of the health needs of its people currently working in Australia. Through the **Healthy Change Program**, Ford Health stayed in touch with every employee to encourage and support the management of their health risks.

Hatch planned a health risk intervention program to mitigate the health risks identified.

To ensure equity for all employees, face to face health presentations were conducted in the main locations. To reach the more remote locations, Ford Health used video conferencing and produced professional DVDs to ensure these locations received the same information as the main offices. In 2007, health interventions were delivered by the use of **e-learning** technology and accessed by Hatch staff nationwide.

## Results

Health risks 'red flagged' in 2005 for Hatch were in the areas of lifestyle (diet and exercise), physical health (blood cholesterol, glucose and weight), medical health (neck & back care) and psychological health.

An intervention program commenced to help mitigate all risks. Ford Health utilised its health consulting arm to recommend a working group be established to fully investigate how people's ability to deal with the demands of the current workplace could be addressed and enhanced. Outcomes saw the development and introduction of the Hatch Resilience Program, a multi-level education program delivered by Hatch's Employee Assistance Provider, Centacare, including their Vibrant Workplace Program. Ford Health assisted with promoting, monitoring participation and collecting valuable health data.

In 2006 Ford Health tailored the program further to allow more senior, higher risk employees to access a more comprehensive service. Evaluation showed that most health parameters had seen significant improvements. The Hatch Health Program is now entering its 4<sup>th</sup> year and has achieved its goals of being an equitable, sustainable health program, supporting the Hatch workforce in its adaptable and resilient approach to the demands of this business.