MALG Members Meeting - Thursday 6 February 2020

Adviser wellbeing discussion points and feedback

**What have you found to be the biggest impact on adviser/frontline worker wellbeing in a customer focused environment?**

* Vulnerable/complex cases which take additional time and therefore impact on the ability to meet the target.
* Advisers do not feel in control of the process as they feel that they are governed by targets,
* Advisers do not feel that the remuneration matches the work that is carried out.
* Current quality requirements are causing stress for advisers where the appropriate management support is not present.

**Do you have any examples of good practice that help with adviser/frontline worker wellbeing in your organisation?**

* Mental health first aiders available to provide support where needed.
* Employee support phone lines
* Employee help programmes
* Employee forums
* Wellbeing workshops
* Meditation and hypnotherapy
* Employee surveys
* Quiet room

**Additional ideas that may assist in improving adviser wellbeing**

* Permanent funding
* Giving organisations the autonomy of setting their own targets
* Healthy/self-care programmes
* Selective phone line closures at the end of the day/week
* Flexible working for staff
* General wellbeing opportunities – yoga/massage/counselling
* Days for community work