



icare Award winner
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Qube puts wellbeing of its people first

Through its focus on the safety, health and wellbeing of its 7000 employees, logistics services provider Qube Group has reduced injuries by over 40% and won an icare Aware Award.

“Qube’s story is a great example of how creating a culture of wellness, coupled with good safety practices, can help prevent accidents and injuries at work, according to icare’s Injury Prevention Manager Jennifer Cameron.

Recognising the implications of an unhealthy workplace, Qube has been on a journey over the past five years to reduce injuries and illnesses at work by continuously improving the health and wellbeing of its people.

“Like many employers, the combination of an aging workforce and deterioration in community health and lifestyle standards can pose a significant risk to workplace health and safety”, said Qube’s Group Manager Health and Wellbeing, Joe Toohey. “Put simply people are working longer than ever before because they need to. This calls for a cultural change to highlight the importance of work and the positive impact it has on someone’s health and lifestyle”, he said.

“Given these challenges, we’re committed to continuous improvement, which for us means constantly looking for opportunities to increase the safety, health and wellbeing of our workers. We’re on a journey with QubeCare that will continually evolve along with our organisation”, he added.

In consultation with their people and with their high-risk areas in mind, Qube introduced QubeCare, a program of initiatives aimed at improving and maintaining the physical and mental wellbeing of their workers across their 130 sites both nationally and internationally. QubeCare’s initiatives address challenges such as mental health, physical fitness and managing fatigue.

One of QubeCare’s recent initiatives, ‘Step Up to the Qube Challenge’, invited employees across Qube’s Australia, New Zealand, SE Asia and China operations to participate in a six-week step competition. Close to 40% of Qube’s 7,000 employees participated in the competition, including the Managing Director himself.

Qube regularly consults with its workers to ensure its safety and wellbeing programs address the specific risks they face each day. “We’re still learning about what works for us at Qube. Some of our programs have landed better than others with our employees but that’s all part of the process. It’s not set and forget”, explains Mr Toohey. “We are constantly engaging with our team to ensure the campaigns are resonating and our people are taking away the key messages”, he said. “Key to the success of these initiatives is the fact they are owned by our people and backed by our senior managers, who get involved and lead by example”, he added.

Apart from receiving overwhelmingly positive feedback from their people, Qube’s wellbeing initiatives, coupled with their commitment to investing in best practice safety systems, governance and training, is seeing great results. Over the past five years, Qube’s Lost Time Injury Rate has dropped by 65% and, where an incident has occurred, they’re returning to work faster with the average days off work dropping by over 17% since 2016. They’ve also seen a substantial drop in workers compensation claims across some of their high-risk sites, with the total number of claims dropping by more than 40% over the past two years.

With a goal of Zero Harm firmly in their sights, Qube is on a continuous journey of improvement when it comes to the safety and wellbeing of its people. Their latest campaign focuses on heart health and recognising the early warning signs when things don’t feel right.

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