



# Engaging external service providers

If someone external to your workplace is needed to run elements of your health and wellbeing program, make sure you appoint the provider that is best suited. Providers can tailor their services to different sectors or workplaces, such as facilitating information sessions, conducting health assessments, organising workshops or developing your program goals.

Regardless of what they offer, it is important to invest time into sourcing the right people for the job. Service providers have the responsibility to nurture a positive, healthy culture within your workplace, so must bring the necessary skills and right attitude.

## **Briefing the provider - can they provide the service you require?**

Be clear about services you require and budget. Outline your specific expectations, performance indicators and timing based on the goals of your program.

## **Is the provider accredited and has the necessary qualifications?**

Ask for evidence of appropriate skills and training. Most professionals also belong to a professional body that requires ongoing accreditation or registration, ensuring that the professional maintains skills and knowledge. Refer to Workplace Health Association Australia for more information ([www.workplacehealth.org.au](http://www.workplacehealth.org.au))

## If engaging a service provider to deliver learning modules or training courses, is the course accredited?

Accredited courses guarantee quality of information and can assist your staff reach professional development goals. Where possible and relevant, look for a course that is accredited through a registered training provider.

## Is the range of services offered by the provider based on sound and healthy practices?

You have a responsibility to provide a safe, quality workplace health program or activities. Avoid fad or gimmick ideas and stick with subjects containing quality evidence.

## Have you been provided with necessary liability insurance documents?

In planning program activities, ensure you prepare appropriate risk management strategies and the provider holds the required professional indemnity/ liability insurances.

## Will the provider be using safe, quality equipment?

Seek assurance and evidence. You will need to consider and discuss with prospective providers if the equipment is covered by your liability insurance or the providers.

## How will the provider manage and support participants with a high health risk?

The contracted organisation should have skills and ability to recognise and mitigate not only participation risk but also advise on available health interventions for those at risk of or with health conditions. On a practical level, this might mean first aid qualifications, participation clearances or pre-participation health assessments and referrals to quality health services, when a need is identified.

## Ensure privacy and confidentiality of participant information will be maintained.

Ask for assurance and evidence. The provider should possess and deploy a comprehensive Privacy Policy.

## What information will you receive after the service has been provided?

It is important that you are clear from the start what reporting requirements you expect from the provider. Request that you are provided with a comprehensive report and analysis of any data collected.

## Further information

To access the toolkit, all of the tools, and associated resources required to plan, implement and evaluate your own workplace health and wellbeing program head to *Healthy Workers – Healthy Futures Initiative* at [www.sahealth.sa.gov.au/healthyworkers](http://www.sahealth.sa.gov.au/healthyworkers)

## Contact information

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