



## Service and Program Awards Application Cover Sheet

**Category:** Mental Health Promotion and Prevention of Illness

**Entry Title:** Resilience and Agility at Work – The Oranges  
Toolkit’s workplace wellbeing programs

**Name of  
Applicant:** Pedro Guarracino, Marketing Coordinator

**Organisation:** The Oranges Toolkit

## **Additional Information about Entry (1 x A4 page).**

Please expand upon the brief description given in Part A.

In the late 2000s, Camp Quality – Australia’s leading childhood cancer charity – recognised that it needed to support its employees and volunteers to be positive, optimistic and resilient despite the adversity they were often facing.

With guidance from world-leading experts, Camp Quality introduced the science of positive psychology, neuroscience and emotional intelligence to staff in an innovative training program. The program was called ORANGES, an acronym for holistic wellbeing: Optimism, Resilience, Attitude, Now, Gratitude, Energy and Strengths.

Forward-thinking HR professionals noticed the positive impact at Camp Quality and expressed interest in the ORANGES program. In 2017, Camp Quality created The Oranges Toolkit social enterprise envisioning greater impact on communities around Australia.

Now, The Oranges Toolkit has delivered hundreds of programs to over 5000 employees, equipping teams within 80 organisations with the skills and tools to manage their wellbeing and positively navigate the impact of COVID-19 on mental health.

Our dynamic virtual and face-to-face training programs are designed to stimulate adult learning and knowledge retention. We focus on positive action and behaviour change – always offering evidence-informed practical tools that can be used immediately to boost performance.

With a resilient and positive mindset, employees can think more innovatively and creatively. Strong employee wellbeing levels result in improved teamwork and organisational culture, reduced employee turnover and absenteeism, increased productivity and better financial returns<sup>1</sup>.

As a certified Social Trader, the enterprise returns profits to Camp Quality to support kids facing cancer. The Oranges Toolkit was recognised as the top performer in the Corporate Health and Wellbeing Category of the HRD Service Provider Awards 2020 and is applying for consideration in the MHS Awards based on its innovative approach and responsiveness to the COVID-19 pandemic.

---

<sup>1</sup> The Wellbeing Lab, [Workplace Survey](#), 2018



**Address the following Criteria (max. 10 X A4 pages).**

Judges allocate marks to each criterion

1. Evidence of a significant contribution to the field of mental health on a local, state or national level.

The Oranges Toolkit has been operating since 2017 and more than 80 organisations and 5000 Australian employees have benefitted from its training programs and tools.

In the 12 months prior to March 2020 when COVID-19 hit, business growth was strong with revenue increasing 75% versus the previous period. Since March 2020, the business has pivoted to provide digital services and scale its offering beyond its traditional face-to-face training model which has been limited by COVID-19 restrictions. The social enterprise continues to grow year-on-year with a continued focus on enhanced customer experiences and expanding its digital service offering. Client interest in the program continues to increase, with recent promotions attracting more 1400 enquiries in 2021, a 53% increase on the previous year.

In 2021, The Oranges Toolkit partnered with Hume Health Services Partnership across regional Victoria to provide programs to support health professionals manage the effects of fatigue and burnout accelerated by the COVID-19 pandemic. The Oranges Toolkit delivered 20 workshops and 99 coaching sessions that equipped 314 participants with skills and tools to build wellbeing. Based on 33 survey responses, participants gave an average Net Promoter Score of 58. Additionally, 90.63% of Hume Health Services Partnership webinar feedback survey respondents agreed that the content delivered in The Oranges Toolkit webinars provided them with 'tools to help build their health and wellbeing during this time'.

During this time, The Oranges Toolkit designed tailor-made programs to meet the most urgent needs of new and existing customers. *Navigating Empathy Fatigue, Managing Stress and Burnout, Coaching Capability (12 week program), Leading Through A Crisis, and Refresh Mindsets*, are only some of the highly innovative workshops the organisation has recently created. The programs draw on the latest research in neuroscience, positive psychology, and emotional intelligence, providing practical skills and tools in a highly engaging and experiential learning experience. These solutions are adaptive and flexible in their delivery, making sure everyone in the organisation has the opportunity to attend the courses, no matter their work arrangements – in person, remote, or hybrid.

2. Evidence of innovation and/or recognised best practice.

Innovation is embedded in The Oranges Toolkit DNA, from its unique framework to every piece of content carefully designed to adapt to clients' evolving needs.

Firstly, The Oranges Toolkit's framework uniquely applies the latest science from positive psychology, neuroscience, and emotional intelligence in 7 segments of wellbeing: O for Optimism, R for Resilience, A for Attitude (Mindset), N for Now (Mindfulness), G for Gratitude, E for Energy, and S for Strengths. This framework, accompanied by our expert facilitators ensures the organisation delivers practical, relatable, and engaging training programs - enlightening participants about the science of human behaviour and offering practical tools to advance wellbeing and performance at work.

The Oranges Toolkit also understands that today's employees can be feeling overwhelmed, distracted, and impatient, with limited time for learning and development. And we know organisations need learning and development programs that are highly engaging, experiential, on-demand and varied to cater to diverse, mobile workforces. That is why in the last two years we have developed not one, but two innovatory eLearning solutions; *The Oranges Toolkit eLearning platform, and a series of refreshing micro learning Vitality Videos.*

As Accenture Business Future 2021 report suggests 'Innovative organisations are working to blend virtual and physical worlds, to build what we call "real virtualities."' The Oranges Toolkit understands this very well, that is why it created its own *wellbeing eLearning solution* that can be accessed by individual learners or groups to gain a social learning experience to build wellbeing literacy. Organisations can equip leaders with everything they need to lead wellbeing training with their teams, without the need to engage one of The Oranges Toolkit's accredited facilitators. They can simply choose their preferred course topics, individual or group options, and The Oranges Toolkit sets them up to get started with the step-by-step video-based content.

Most importantly, it is the content delivered by The Oranges Toolkit that makes the organisation remain relatable and innovative for participants. In 2020, The Oranges Toolkit received the HRD Service Provider Award for the category of Corporate Health and Wellbeing. This distinction recognised the organisation's strive to deliver wellbeing programs that adapted to emerging needs caused by the unprecedented changes that the COVID-19 pandemic brought. That year, The Oranges Toolkit delivered 54 newly designed online webinars and 20 two-day workshops plus 19 other shorter workshops to organisations that desperately needed support to help build positive wellbeing in their workforce during times of change and uncertainty.

On top of this, The Oranges Toolkit offered free support to its community through events and [resources](#), such as R U OK? Day fireside chats, Mental Health Month resources and events and freely available resources on The Oranges Toolkit website which has received over 916 downloads between December 2020 and June 2022. Two innovative examples include the **Embracing change at work e-book** - <https://hubs.ly/Q01dgSwb0> and more recently released **Managing stress booklet** - <https://hubs.ly/Q01dgSvb0>

3. Evidence of participation of mental health consumers in the planning, implementation and evaluation of mental health service delivery. Evidence of prioritising increased level of engagement and influence of consumers and where higher level participation such as authentic co-design is highly favoured.

There may be exceptions to the involvement of mental health consumers. Some entries may reasonably explain any particular circumstances where the involvement of mental health consumers is different or limited.

Consumers' experience perspective is integral in the development of all education programs at The Oranges Toolkit. Our programs go through an insight and consultation process involving a range of stakeholders including HR teams, participants, facilitators, and subject matter experts that form our Product Advisory Group (PAG).

An unwavering focus on continuous improvement enables The Oranges Toolkit programs to remain relatable, practical and engaging, and to maximise impact on the community.

As mentioned before, The Oranges Toolkit was born from a consumer (employee) need from within Camp Quality. The original program was co-designed with the charity's employees, who were involved from the very beginning of the development process, providing input into what experts need to know, all the way through to reviewing the content and providing feedback.

In order to adapt the program for external organisations, further consultation was carried out to build-in specific needs and perspectives of diverse workforces across a broad range of industries – from construction to health care and IT. This practice has never stopped and is a key process within The Oranges Toolkit's success. The Oranges Toolkit *eLearning platform*, is an example of adaptation to consumers' needs. Using a low-fidelity computer simulation, Camp Quality parents and employees of Evoke Projects, one of The Oranges Toolkit's partners, were able to experience the innovative learning solution.

After three months with feedback sought following each pilot training workshop, The Oranges Toolkit carried out qualitative interviews to gather key information

for further improvement of the solution, before professional filming and content creation occurred. One participant stated: "The Oranges Toolkit e-learning program is thoroughly researched content that is backed by science, not just opinions. During and after the workshop, I have been able to apply the learnt strategies to my life in practical everyday experiences, allowing me to become a stronger person. Not only have I gained so much from this personally, but it's something I can teach my son for his lifelong learning. I'm grateful I had the opportunity to participate." (Tania Altoft – Camp Quality parent and eLearning program pilot participant).

Further indicators of the success of The Oranges Toolkit is the participant's and client Satisfaction and Impact survey, with results featured in question 5 below

#### 4. Evidence of partnerships and linkages with all key stakeholders (collaboration for continuity between organisations).

The development of wellbeing programs needs to be a collaborative effort between multiple stakeholders. Thus, at The Oranges Toolkit, building, long-lasting relationships with clients is a must on the path to the organisation's mission. A mission to improve the wellbeing of communities and organisations through a collaborative effort and partnerships, from Social Traders to Multinational Corporations. Based on customer data, The Oranges Toolkit clients will usually engage our services for between 18 months to two years, with at least 60% of clients purchasing more than two programs.

A good example of collaboration for continuity between organisations is the partnership between The Oranges Toolkit and the Australia Institute of Sport (AIS). These two organisations conducted multiple programs aimed to build wellbeing and resilience for athletes and coaches, preparing for and following the summer Olympics in Japan.

In 2021, following the return of Olympic Athletes to Australia, they were required to quarantine in isolation for two weeks. Concerned for their mental health and wellbeing following the heights of competitive Olympics, the AIS commissioned The Oranges Toolkit to deliver 'Quarantine Sessions' with a focus on building resilience and positive emotions to navigate the change. These sessions were incredibly well received and another indication of the innovative, responsive and flexible partnership approach that The Orange Toolkit takes.

The Oranges Toolkit has since been working alongside many organisations to build wellbeing as a cornerstone of successful business culture. We support employee wellbeing across multiple industries, partnering with clients like Mitre10, Motorola Solutions, DHL Express, Cartier, SafeWork SA, McConnell Dowell

Corporation, SA Attorney General's Department, Henley Properties, and many more. Our clients tell us they value our responsiveness, our highly engaging science-based programs, and that our practical tools can be used immediately to make a noticeable, positive impact.

5. Verification of effectiveness (quality improvement activity, data collection and its use, including graphs and tables, achievement of performance indicators, e.g. attendance figures, outcome measures, number of document downloads, page views, click through rates etc).

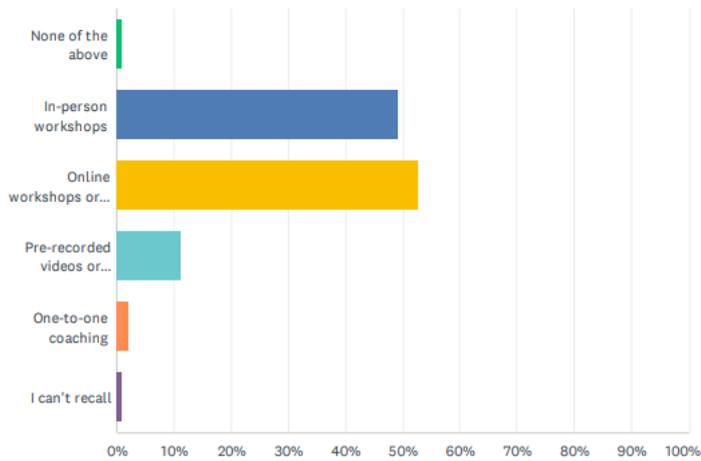
The Oranges Toolkit has delivered hundreds of programs to more than 5000 participants over the past five years. In June 2022, The Oranges Toolkit conducted a Satisfaction and Impact Survey amongst its audience of participants and clients. This survey was designed to understand how the organisation was tracking both in terms of service delivered and outcomes related to equipping employees with tools and skills to improve their wellbeing and/or resilience. The results are extremely positive.

The representative sample of 375 respondents with 95% confidence level and a 5% confidence interval, suggests that The Oranges Toolkit is performing exceptionally well.

Based on those who participated in the programs (N=317), 86.21% agree or strongly agree they gained skills and tools from The Oranges Toolkit to help build their wellbeing and/or resilience. Of those who agreed, 70.57% use the tools daily or weekly, which is a strong indication of the program's effectiveness.

Q5 What types of Oranges Toolkit programs have you attended? Select all that apply.

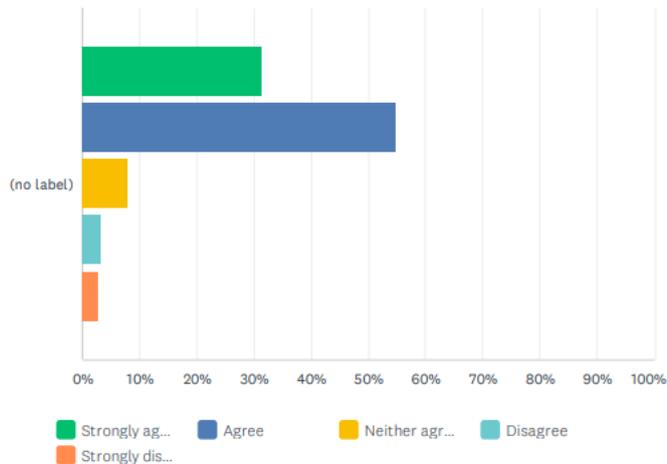
Answered: 317 Skipped: 5



ANSWER CHOICES	RESPONSES
None of the above	0.95% 3
In-person workshops	49.21% 156
Online workshops or webinars	52.68% 167
Pre-recorded videos or e-learning	11.36% 36
One-to-one coaching	2.21% 7
I can't recall	0.95% 3
Total Respondents: 317	

Q8 How much do you agree or disagree that you gained tools and/or skills from The Oranges Toolkit to help you build your wellbeing?

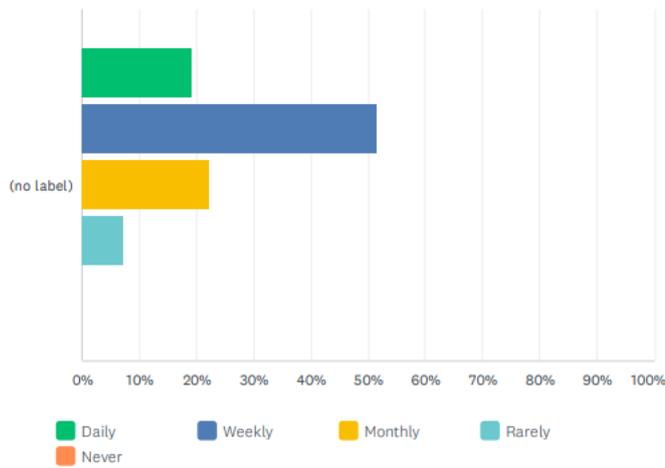
Answered: 319 Skipped: 3



	STRONGLY AGREE	AGREE	NEITHER AGREE OR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL	WEIGHTED AVERAGE
(no label)	31.35% 100	54.86% 175	7.84% 25	3.13% 10	2.82% 9	319	1.91

**Q9 Which of the following best describes how often you use the skills and/or tools that you gained from The Oranges Toolkit?**

Answered: 265 Skipped: 57



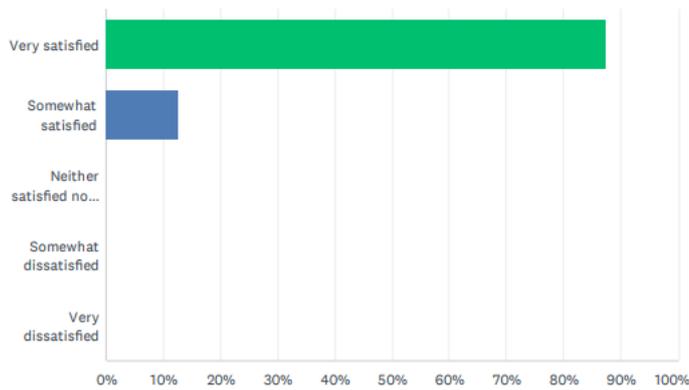
	DAILY	WEEKLY	MONTHLY	RARELY	NEVER	TOTAL	WEIGHTED AVERAGE
(no label)	19.25% 51	51.32% 136	22.26% 59	7.17% 19	0.00% 0	265	2.17

**The Oranges Toolkit buyer feedback**

For those who were responsible for purchasing or coordinating the programs delivered by The Oranges Toolkit, the Net Promoter Score is an outstanding 83 points, and 95% agree or strongly agree that The Oranges Toolkit programs have helped them to positively influence employee wellbeing and/or resilience in their workplace.

### Q1 Overall, how satisfied or dissatisfied are you with The Oranges Toolkit's training programs and services?

Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES
Very satisfied	87.50% 21
Somewhat satisfied	12.50% 3
Neither satisfied nor dissatisfied	0.00% 0
Somewhat dissatisfied	0.00% 0
Very dissatisfied	0.00% 0
TOTAL	24

### Q3 How likely is it that you would recommend The Oranges Toolkit to a friend or colleague?

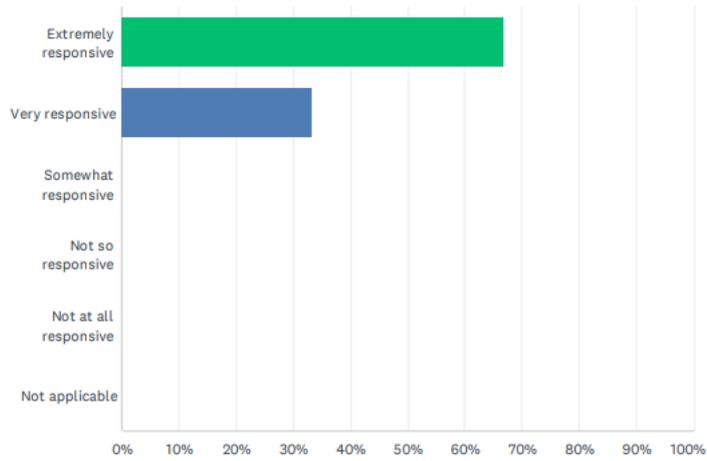
Answered: 24 Skipped: 0



DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
0	17%	83%	83
0	4	20	

## Q14 How responsive have we been to your questions or concerns about our services?

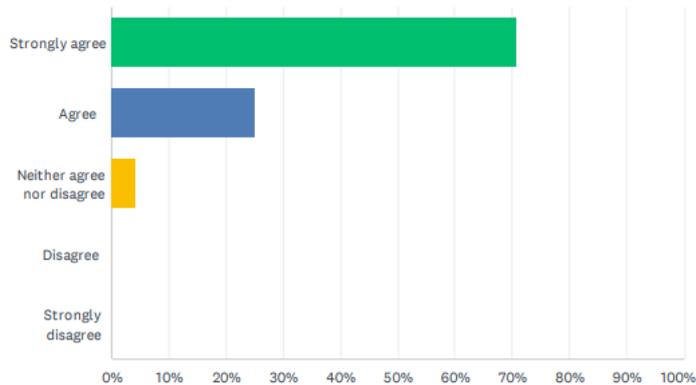
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extremely responsive	66.67%	16
Very responsive	33.33%	8
Somewhat responsive	0.00%	0
Not so responsive	0.00%	0
Not at all responsive	0.00%	0
Not applicable	0.00%	0
<b>TOTAL</b>		<b>24</b>

**Q15 How much do you agree or disagree that The Oranges Toolkit programs have supported you to positively influence employee wellbeing and/or resilience in your workplace?**

Answered: 24 Skipped: 0



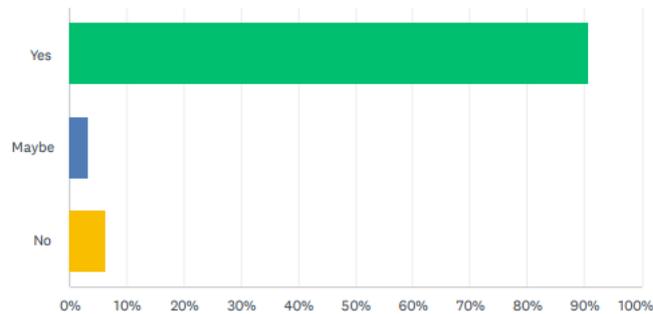
ANSWER CHOICES	RESPONSES	
Strongly agree	70.83%	17
Agree	25.00%	6
Neither agree nor disagree	4.17%	1
Disagree	0.00%	0
Strongly disagree	0.00%	0
TOTAL		24

**Hume Health Services Partnership data**

As mentioned earlier, The Oranges Toolkit delivered 20 virtual workshops and webinars and 99 coaching sessions that equipped 314 participants or staff members of the Hume Health Services. Following the completion of individual programs, The Oranges Toolkit also seeks feedback via participant surveys. Response rates are not always representative of the participant numbers, however the below tables outline specifically some of the findings the Hume Health Services Partnership wellbeing program. 90.63% of Hume Health Services Partnership webinar feedback survey respondents agreed that the content delivered in The Oranges Toolkit webinars provided them with ‘tools to help build their health and wellbeing during this time’.

#### Q4 Has the webinar given you more tools to build your health and wellbeing during this time?

Answered: 32 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	90.63%	29
Maybe	3.13%	1
No	6.25%	2
TOTAL		32

Aside from quantitative survey data, we also receive a wide range of commentary and qualitative insights from partner organisations. This includes upholding a 5 Star Rating on Google Reviews. Furthermore, The Oranges Toolkit was recognised as a Finalist in the Corporate Kindness Awards for Kindness to Customers based on our COVID-19-response.

#### **Conclusion (1/2 x A4 page).**

Camp Quality's social enterprise, The Oranges Toolkit, is a highly innovative, responsive workplace wellbeing service provider that supports organisations to proactively prevent mental ill health and promote effective wellbeing strategies. The wide range of programs and services have supported thousands of employees in more than 80 organisations all over Australia and beyond to build resilience, emotional agility and improved wellbeing. Originally created as a two day workshop for the staff of Camp Quality to be more resilient and optimistic in the face of adversity. the offering, reach and impact has expanded significantly.

Drawing on the latest academic research, The Oranges Toolkit's science-based skills practical tools and are taught by experienced and qualified facilitators in a highly engaging, experiential learning environment that stimulates adult learning.

During the COVID-19 pandemic, as stress levels and mental health concerns of people increased, The Oranges Toolkit responded with a business transformation of its own, moving from a purely in-person workshop service offering to offer targeted and engaging webinars to support people during the pandemic and into the future. This innovation extended to the development of digital e-learning solutions that enable hybrid and remote workforces to access the powerful ORANGES framework and tools.

Two strong case examples of how The Oranges Toolkit's unique approach has been successfully applied include; the ongoing collaborative partnership with the Australian Sports Commission and Australian Institute of Sport to support high performance of athletes, coaches and staff, and the Hume Health Services Partnership Enhancing our People's Wellbeing Project that included delivering 20 workshops and 99 coaching sessions to equip 314 health professionals with skills and tools to build wellbeing during a highly challenging time.

Survey data suggests that the program impact is long-lasting. Based on those who participated in the programs (N=317, CL 95, CI 5), 86.21% agree or strongly agree they gained skills and tools from The Oranges Toolkit to help build their wellbeing and/or resilience. Of those who agreed, 70.57% use the tools daily or weekly, which is a strong indication of the program's practicality and effectiveness.

The organisation is set to continue its growth, innovation and impact and seeks to be recognised for its contribution to positive mental health, and ultimately contributing profits to Camp Quality to support children and families facing cancer.

**Referees (1/2 x A4 page).**  
Nominate two referees.



## **Appendix of Support Material (max. 8 x A4 pages).**

Supporting testimonial from Mark Chin of Australian Sports Commission:

Please see supporting testimonial below:

*We began our partnership with Tegan and her fabulous team in late 2018 to provide their workshops on promoting resilience and wellbeing in the workplace.*

*We knew we had struck gold, for a number of reasons:*

- 1. The subject matter was steeped in rich research and sound organisational psychology.*
- 2. Delivery was personable and personal – participants not only receive valuable insights, but also are challenged to look at how they think and behave.*
- 3. The feedback we've had from staff that have attended these workshops has been outstanding. People leave energised, challenged and empowered to consider and make positive changes to how they view resiliency and what it means in their space.*

*Not only have we continued with the traditional Oranges Toolkit workshops, but during COVID we worked closely with them to develop and deliver a suite of webinars to support staff during an unprecedented world event. Tegan and the team listened to our story and came back with solutions that totally met the needs of our people – this was evidenced in the continual strong feedback we receive for the workshops.*

*The partnership we have fostered with them is based on trust that we convey our needs and that they respond with a solution that meets our needs based on what they have come to know about how we operate and our culture.*

*We love that we can go to them with a problem and know that we won't just be offered something for the sake of it. They understand our constraints and work within them, and because our past experience, we have confidence in the solutions we are presented.*

*Their approach to facilitation is perfect for our organisation and a great match for our culture. They are approachable, relatable and have a way of encouraging participation and vulnerability from participants in way that makes them feel like they've been heard and connected with.*

*The People & Culture Branch at the Australian Sports Commission is proud to support the Oranges Toolkit for this award and look forward to growing our partnership with them into the future.*

The Oranges Toolkit provided marketing material to support engagement of the health professionals in the Hume Health Service Partnership program. Due to workload and pressure it was difficult for staff to attend training, so there was a need to actively promote attendance.

Hume Health Service Partnership

# enhancing our people's wellbeing project

As part of Hume Health Service Partnership region-wide, we are delighted to present you with a series of micro-learning webinars to assist you to deal with current stresses from both work and life. The webinar series is designed to equip you with strategies to manage demands and pressures during COVID peak and beyond. This is part of our commitment to enhancing healthcare worker wellbeing and in response to results from our People Matter Survey.

## Programs for everyone

	Date	Time	Topic
December	Wed 15th	1pm-2pm	Navigating Burnout and Fatigue webinar
January	Wed 12th	1pm-2pm	Turning Stress into an Advantage webinar
	Tues 18th	5pm-6pm	Navigating Burnout and Fatigue webinar
	Mon 31st	N/A	Registrations for PERMAH Framework close
February	Mon 14th	5pm-6pm	Reviving your Resilience webinar
	Tues 22nd	8pm-9pm	Optimising your Optimism webinar
	Mon 28th	1pm-2pm	Nailing the Now (mindfulness) webinar
March	Fri 11th	1pm-2pm	Optimising your Optimism webinar
	Wed 16th	1pm-2pm	Reviving your Resilience webinar
	Mon 21st	1pm-2pm	Nailing the Now (mindfulness) webinar
	Mon 28th	1pm-2pm	Navigating Empathy Fatigue webinar

## Programs for leaders

	Date	Time	Topic
January	Mon 24th	1pm-2pm	Leading Mentally Healthy Teams webinar
	Mon 24th	5pm-6pm	Leading Mentally Healthy Teams webinar
February to April	Multiple dates	10am-11am 1pm-2pm 5-6pm	<u>Three-month coaching capability program</u> - pick a time and attend all three online sessions on Mondays or Tuesdays: Mon 7th Feb, Mon 7th Mar, and Mon 4th Apr <a href="#">QR</a> Tues 8th Feb, Tues 8th Mar, and Tues 5th Apr
April	Tues 12th	1pm-2pm	Leading Through Change webinar

**All sessions are free, but places are limited. Visit your P&C or wellbeing intranet page for more info. Register early to avoid missing out.**

If you can't attend on the day, simply register and you'll have 3 days to watch the recording.

Hume Health Service Partnership

# enhancing our people's wellbeing project

**LAST CHANCE TO REGISTER – FINAL PROGRAMS!**

**For everyone**

## **navigating empathy fatigue webinar**

**Monday, March 28th**

1pm–2pm

**REGISTER ONLINE:**

**<https://bit.ly/3ly1cnt>**

- Discuss the difference between empathy and compassion
- Discover how developing compassion can reduce empathy fatigue in the care sector
- Develop strategies and actionable practices to increase your compassion

**For leaders**

## **leading through change webinar**

**Tuesday, April 12th**

1pm–2pm

**REGISTER ONLINE:**

**<https://bit.ly/3ujZ3a7>**

- Discuss the universal needs that people have of leaders during times of change
- Discover how to promote autonomy and self-organising teams to increase engagement, motivation and performance
- Develop strategies and actionable organisational practices that will increase trust, compassion, stability and hope during times of uncertainty

**All sessions are free, but places are limited.**

**Visit your P&C or wellbeing intranet page for more info.**

If you can't attend on the day, simply register and you'll have 3 days to watch the recording.

**oranges  
toolkit**

Resilience and agility at work

# seriously refreshing

Science-based wellbeing  
programs that build mental  
and emotional agility



Scan the QR Code  
for more info

Brought to you by the Hume  
Health Service Partnership  
**enhancing our people's  
wellbeing project**



camp quality.  
happy is the best medicine



**oranges  
toolkit**

Resilience and agility at work

Optimism is  
about seeing the  
possibilities in  
the challenges  
we face

# optimism

Hume Health Service Partnership

**enhancing our people's  
wellbeing project**

camp quality.  
happy is the best medicine

