

## PLAQUE OF COMMENDATION (STAR)

### National University Hospital

*Nominated by the National Trades Union Congress, supported by the Healthcare Services Employees' Union*

As part of a tripartite effort, the Healthcare Services Employees' Union (HSEU), the Ministry of Health, and the public healthcare clusters conduct regular salary reviews of healthcare professionals across all levels to ensure it remains competitive and fair to the staff.

Among the first public healthcare institutions to form a Company Training Committee with the Labour Movement in 2019, NUH is committed to providing its staff with the resources they need to upskill, increase their employability and be mentally resilient to handle the rigours of a transformed healthcare environment. In partnership with the Healthcare Academy (HCA), NUH launched a train-and-place programme for Basic Care Assistants/Healthcare Assistants over two cohorts. NUH also partnered with HCA and NTUC Learning Hub in a pilot programme where over 700 NUH staff are provided access to the NTUC LearningHub Learning eXperience Platform (LXP) for online training courses.

In caring for staff's well-being and promoting their welfare, NUH, in partnership with HSEU and NTUC, signed a memorandum of understanding (MOU) with the Association of Psychotherapists and Counsellors Singapore (APACS) to provide mental health and mental well-being education and counselling support for staff of NUH. One-on-one walk-in counselling clinic, lunchtime talks, structured workshops and restorative circles were among the programmes implemented.

In an effort to improve staff's financial health and literacy, NUH entered into an MOU with MoneyOwl and HSEU to provide all of their staff with access to a digital financial planning platform and financial literacy webinars/workshops.

To promote good labour-management relations, the HR team regularly invites the union for union-management meetings where the branch leaders share and provide feedback from the ground. Staff engagement sessions with the union and management were introduced to address their key concerns.