



Employee Assistance Program

The Wellness Architects has worked to improve upon service levels and outcomes typically offered by our client organisation's prior service providers. Employee Assistance Programs are often characterised by a reactive, low utilisation approach which sidelines the EAP service as a last moment, crisis intervention.

The Service

- Aspects of preferred service delivery provided by The Wellness Architects include:
- 24 hour access to The Wellness Architects Toll Free Telephone booking service
- A mixture of contact options with The Wellness Architects Psychologists including phone, video conferencing and face to face appointments
- Access to The Wellness Architects Psychologists who are uniquely qualified in their approach towards helping individuals maintain healthy function in their personal and professional lives
- Access to The Wellness Architects Psychologists who possess significant experience at mid and senior management
- Opportunity to collaborate on a roll out strategy to staff and training seminars regarding how to use the service as a people management option
- Co-branded promotional collateral such as wallet cards, brochures, desktop backgrounds and posters
- Participation in mental health and other well-being promotional opportunities
- Access to a consistent Account Manager and trend reporting which is sensitive to the confidentiality of individuals
- Regular opportunity to meet with subject matter experts who can help translate trend data into sound evidence based decision making regarding organisational needs
- Confidence that employees will experience a continuity of the value placed in them by their employer, when engaged with The Wellness Architects

Delivery Model & Clinical Methodology

We provide Employee Assistance Counselling services in a valid, evidence based and defensible clinical frame work.

The clinical orientation for all counselling intervention is a brief solutions focused, person centred therapeutic model that leverages resilience factors for a durable outcome and refrains from reframing presenting issues or crisis as mental health pathology.

We structure counselling interventions to cater for the brief and time limited nature of an employee assistance program which has an intended duration of no more than 6 sessions.

Clinical delivery relies on proven standardised and evidence based methodologies that are effective and defensible across gender, culture, age, ethnicity, cognitive ability and socioeconomic status.



Employee Assistance Program

Confidentiality

We only employ AHPRA registered psychologists for the provision of Employee Assistance Counselling and as such these clinicians are strictly bound by the Australian Psychological Society (APS) code of conduct and relevant guidelines for client privacy and confidentiality. These principles are at the core of and consistent with similar principles gazetted by EAPAA. Further, we remain compliant with all national framework regulations for the confidential, secure storage and management of client records.

We are also bound by the proposed limits to confidentiality and will seek to take appropriate action where required when there is evidence of a credible threat to personal wellbeing or human life, the welfare of a child or the potential for a serious indictable crime.

We respect the principles of confidentiality in service reporting and work to preserve anonymity in data evaluation by de-identifying individual participants in data compilation and analysis where ever these actions pose no detriment to participant, colleague or the employer.

Quality Systems & Ethical Compliance

The Wellness Architects and its parent organisation Injury Treatment, have an established quality framework for the provision of allied health services, case management services, human resource policy and business systems, independently evaluated and endorsed by regulatory bodies which include but are not limited to Comcare, WorkCover NSW, Worksafe Victoria, WorkCover Act and WorkCover Queensland. We maintains a rigorous and frequent self-audit regime and maintains a clinical governance framework seldom which has seen it achieve ISO 9001 - 2008 accreditation.

Metrics & Reporting

We collect data via engaging with existing users of the service and via overall employee engagement surveys.

- Existing User Feedback
- Employee Engagement Survey
- Periodic & Annual reporting
- Trends & Data Analytics

The EAP Metrics are confidential in nature and will not allow the identification of any individual utilising the our services. The variety of divisions within available data will depend on activity levels within each division requested being high enough to guarantee self-referred employee confidentiality.



Employee Assistance Program

Toll Free 24/7 Telephone Service

The Wellness Architects operates a 24 hour, 7 day week hotline for access to our EAP & ancillary services. To ensure open access for all staff members, the following options are available to staff who wish to engage our Employee / Management Assistance Program:

- The phone service provides immediate access to an EAP Coordinator and for bookings with clinicians skilled in the provision of EAP services from The Wellness Architects office.
- Non-urgent bookings can be made for a session with a registered psychologist as per agreed time frames.
- The toll free advice line also provides immediate access to a psychologist at the time of the call should more imminent or pressing issues present

Employee Assistance Counselling

A confidential counselling service that assists employees to manage personal and work related concerns. This service is provided by qualified psychologists for employees and their immediate families.

Employees can either self-refer to counselling or participate in coordination with other coaching and performance interventions with managers, supervisors and a Human Resource department.

The purpose of Employee Assistance Counselling is to foster positive behaviours and problem-solving strategies with the goal of restoring professional performance and personal psychological health.

Each participant is provided with an agreed number of initial sessions in order to address common psychological stressors and interpersonal problems including those relating to work. Sessions are conducted in a manner that suits the employee including face to face (for staff in Australian metro locations) phone sessions and videoconferencing services.

The Employee Assistance Service concludes with referrals to community legal, financial counsellors and associated allied health professionals in order to ensure necessary ongoing support where appropriate. Our psychologists maintain a well bounded focus on brief intervention as additional, privately funded sessions outside the Employee Assistance Program are not available. This ensures greater integrity regarding visibility and quality control of services provided through the contracted arrangement.

Geography & Access

We are well placed based on our geographic footprint to service face to face consultations from our offices & hubs (see office location info sheet).

In the instance locations are not convenient for employees, telehealth (Skype) consultations can be arranged.

Employee Assistance Program

Manager Services

A confidential program that is specifically provided for managers or supervisors. Manager Services allows leaders to have access to specialist psychologists for strategies, guidance and support to deal with issues related to their role as leaders. Managers can access these brief solution-focused sessions confidentially by telephone or in a confidential face to face or videoconference meeting with senior Psychologists with genuine management experience.

Coaching sessions can be included as a formal component of induction for recently promoted managers.

Manager Services provides leadership advice to managers on a broad range of topics including:

- o Presentation of psychological Injury
- o Organisational health and cultural advice
- o Interpersonal conflict within teams
- o Dealing with employees with problems impacting on work performance or behaviour
- o Organisational change processes
- o Employee performance management issues
- o Effective workplace communication
- o Leadership style and development
- o Difficulties with team functioning
- o Risk management and fatigue management strategies

Critical Incident & Trauma Management Service

Australian employers can be faced with challenging events of a complex nature that can impact on employees and their ability to manage at work and home. Critical incidents can include accidents, illness, loss, disaster, burglary, fatalities or other extreme circumstances, often unpredicted and uncontrolled in nature.

We provide Critical Incident Management Services to support leaders and staff during these difficult times. Assisting organisations in their coordination of a response to an event and ensuring the provision of psychological first aid for all involved ensures safety and trust is maintained and assists a smooth recovery for the business. We will ensure organisations meet their duty of care responsibilities.

Critical Incident Management services include:

- o Crisis contact service for senior leadership 24 hours per day, 365 days per year;
- o Immediate advice to relevant personnel at the trauma site in regards to initial defusing procedures;
- o Facilitated individual and group debriefings by trauma counsellors 24 hours post the event;
- o Follow-up individual and group trauma counselling and services as needed; and
- o Compiling a detailed 'trauma log' which outlines responses, outcomes and follow-up interventions post the event.

If your organisation does not already have a trauma response policy, we can assist to formulate and implement this strategy.

