



***DRAKE***  
W O R K W I S E

Promoting Performance and Wellbeing in the Workplace

## What We Do

The modern workplace brings many challenges for employers. Not only is the physical safety of your employees important, but mental health and wellbeing plays a significant role in a more productive and passionate workforce.

At Drake WorkWise our services are designed to enhance employee performance and wellbeing.

Drake WorkWise services include:

- Employee Assistance Program
- ManagerSupport
- Trauma Management
- Psychological Assessment
- Training and Consultancy
- Conflict Resolution and Mediation
- FinancialSupport
- Drake WorkWise Online

*Statistics show mental health issues account for a greater proportion of leave than physical health.*

World Health Organisation (WHO)

## Employee Assistance Program

There is a strong obligation on employers to ensure a safe workplace both from a physical and a mental health perspective.

Many businesses now offer employees access to an Employee Assistance Program (EAP). This helps the employee deal with work-related or personal issues as they arise. Staff develop resilience, improve their wellbeing and increase their performance in the workplace.

Work-related issues could include a difficult interpersonal relationship within the organisation, workplace change or workload – anything that may interfere with job satisfaction and performance.

The personal issues could be conflict within a relationship, a family matter or stress – these may impact their wellbeing and affect productivity.

**In selecting Drake WorkWise as an EAP provider you'll have access to our dedicated team of psychologists 24/7 for counselling, manager support, trauma management and online services.**

### Benefits of Drake WorkWise Employee Assistance Program:

- We partner with our clients to understand the business drivers that impact all areas of organisational performance
- Our services and consultancy encourages a culture of employee 'self management'
- We offer the experience and commitment of registered psychologists
- 24/7 access to EAP services
- Privacy and confidentiality guaranteed

**By implementing an Employee Assistance Program, your organisation will benefit from reduced absenteeism and increased retention.**

## ManagerSupport Service

ManagerSupport complements the HR function by encouraging exceptional people management skills for organisations.

ManagerSupport is provided by an experienced organisational consultant, is completely confidential, and offers guidance about:

- Referring employees to the Employee Assistance Program
- Managing interpersonal conflict
- Assisting employees in distress
- Information on mental health issues
- Workplace change

## Trauma Management Service

Workplace and associated critical incidents affect the wellbeing of employees and their capacity to function effectively. Drake WorkWise provides specialist clinical intervention services in a responsive and respectful manner. We also train managers to establish effective protocols to deal with critical events as they happen.

Our objective is two-fold: to minimise the impact of the critical incident on employees, and facilitate a timely resumption of normal operations for the organisation.

## Training and Consultancy Service

In addition to the Employee Assistance Program, ManagerSupport and Trauma Management Services, Drake WorkWise also provides a range of other psychological training and consultancy services on a fee-for-service basis, including:

- Redundancy and outplacement support
- Resilience training
- Bullying and harassment training
- Mental health awareness
- Wellbeing at work

Training can be delivered in either half day or full day sessions. The programs are interactive, with targeted learning outcomes.

The degree of success of any Psychological Wellbeing initiative lies in the key message contained in the launch. Drake WorkWise has extensive expertise in creating a compelling invitation to motivate employees to take control of their wellbeing, therefore adding performance back to your organisation.

## Psychological Assessment

Drake WorkWise undertakes Psychological Assessments benchmarked against sound research and specific competency and capability frameworks.

We assess the key attributes and behaviours for areas such as:

- Profiling
- Talent Management
- Team Building
- Career Development

## Conflict Resolution and Mediation

Don't let internal conflict destroy your people or teams.

Drake WorkWise has particular expertise in addressing workplace conflict and mediating for solutions.

This offering operates confidentially, sensitively and independently to provide an objective service.

Drake WorkWise introduces carefully structured processes to mediate and resolve interpersonal issues.

We implement performance and behavioural contracts, processes for monitoring behaviour and where necessary, recommend systemic changes to avoid the recurrence of troubling issues.

Drake WorkWise facilitates a rapid resolution of issues from Interpersonal Conflict, Performance Management, Equal Opportunity, Workplace Discrimination to Harassment and Change Management.

## Financial Support

One of the differentiating factors of Drake WorkWise is our partnership with Debt Fix. Introduced in 2009, this service has received extremely high utilisation and positive feedback from clients across Australia. Debt Fix is a Government registered, qualified debt management specialist.

Due to the Global Financial Crisis and the resulting issues surrounding personal finances, we have noted a significant increase in the number of clients presenting with issues relating to financial difficulties. Through our partnership we have been able to assist individuals and families across Australia.

## Drake WorkWise Online

The Drake WorkWise online portal provides our clients with on-demand access to features and tools, such as:

- Email connect
- Secure access for employers to download reports
- Self assessment tool for employees
- Guided relaxation audio
- General wellbeing articles and information
- Service evaluation questionnaire



**To learn more about Drake WorkWise services please call 1300 135 600**

**W W W . D R A K E W O R K W I S E . C O M . A U**



Drake WorkWise was founded in 1998, and as part of Drake International, is a national provider of quality, cost effective human capital solutions.

Our services are provided to over 150,000 employees throughout Australia and New Zealand to both large and small organisations, in the corporate and not-for-profit sectors.

An Employee Assistance Program is one piece of a good HR Solutions package. In selecting a provider think more broadly. Think Drake International Australia.

## AUSTRALIA

ADELAIDE	MELBOURNE
ALBURY	MULGRAVE
BENDIGO	NEWCASTLE
BRISBANE	PARRAMATTA
CAIRNS	PERTH
CANBERRA	SHERWOOD
DARWIN	SYDNEY
GLADSTONE	TOOWOOMBA
GOLD COAST	TOWNSVILLE
HOBART	WOLLONGONG
KARRATHA	

## GLOBAL OFFICES

CANADA	SINGAPORE
HONG KONG	SOUTH AFRICA
NEW ZEALAND	UNITED KINGDOM
PHILIPPINES	UNITED STATES

**1300 135 600**

[WWW.DRAKEWORKWISE.COM.AU](http://WWW.DRAKEWORKWISE.COM.AU)