

Achievement through teamwork



www.workwise.com.au

The WorkWise Group

WorkWise is a leading national provider of quality, cost-effective psychological and organisational services. Its services are provided to over 200,000 staff throughout Australia. WorkWise's clients are some of Australia's largest companies and organisations as well as smaller organisations across the broad spectrum of the Australian workplace.

WorkWise is staffed by a highly qualified, experienced and motivated team of over 300 professional counsellors, trainers and consultants. By acting strategically, systematically and practically WorkWise has developed an outstanding reputation as a highly respected and innovative provider of comprehensive Employee Assistance Programs (EAPs), Trauma Management and organisational interventions. WorkWise interventions have a clear focus on timely, measurable deliverables and outcomes. WorkWise provides high levels of service delivery and client satisfaction.

The WorkWise approach to problem solving views individuals in the context of the organisation. This establishes truly creative partnerships with client organisations to develop specifically tailored interventions and personal care. This in turn enables

organisations to achieve their business goals. WorkWise genuinely adds value through its services.

WorkWise is driven by clearly articulated values which undergird service delivery and quality assurance. These values include being:

- proactive
- compassionate
- accessible 24 hours per day, 365 days per year
- professional
- ethical, reliable and accountable
- respectful both of the individual and client organisation

WORKWISE BELIEVES PEOPLE MATTER



How can we help you?

Employee Assistance Program

Proactive counselling for work and personal issues which impact on employee wellbeing with direct access to a counsellor 24 hours a day / 365 days a year

Through our specifically developed EAPs, WorkWise provides individuals and their immediate family members with counselling for work related and personal issues which impact on personal wellbeing, work performance, individual and workplace morale and psychological health.

Though the EAP service is strictly confidential, our statistical reports provide invaluable readings of organisations enabling critical issues to be identified and addressed early. We independently and regularly

undertake client satisfaction surveys to ensure maintenance of the highest level of service delivery and clinical outcomes.

Trauma Management

Best practice in responding to workplace critical incidents

Traumatic and critical incidents affect the wellbeing of your people. They may also have social and legal ramifications. The WorkWise Group deals with over 500 critical incidents per year. We can assist in preparing your organisation (and equipping your managers) to effectively manage a traumatic incident in the workplace. We provide appropriate and effective trauma counselling to staff. Our objective is to minimise the impact of the incident on staff and facilitate return to work and the timely resumption of normal operations.

Complaint Management

Expertise and experience are assured in addressing bullying, harassment and other complaints

WorkWise independently and professionally investigates formal and informal harassment or similar complaints and provides appropriate and helpful solutions to address both personal and organisational outcomes from the investigation. WorkWise has vast experience and is seen as independent and fair.

Psychological Assessment and Treatment

Clinically perceptive and practical assessments, value for money, effective return to work outcomes

WorkWise undertakes comprehensive psychological assessments and provides treatment interventions

which facilitate return to work programs or other clinical objectives. This service is separately managed within the practice to ensure treatment plans and objectives are achieved. Addressing stress claims is a particular speciality.

Mediation and Conflict Resolution

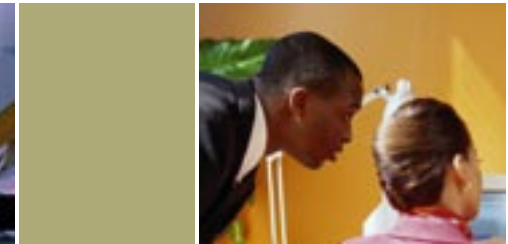
**Don't let conflict destroy your people or teams
– Call WorkWise**

WorkWise has particular expertise in addressing workplace conflict and mediating resolutions. This service confidentially, sensitively and independently deals with workplace conflict and seeks, where appropriate, a carefully structured process to mediate and resolve issues. We put in place performance behavioural contracts and recommend systemic changes to avoid recurrence of issues.

Training

Specifically tailored programs to address organisational bottlenecks or competency enhancement

Dr Rob Long, a leading Australian educationalist and trainer, leads the training and development services for WorkWise. Programs are exciting, innovative, competency based and supported by well developed material and coaching programs. Workshops are participatory, enabling your staff to grow both professionally and personally.



Leadership, Mentoring and Coaching

Providing real support for your key staff

Trusted and experienced advisors help Managers to develop their potential.

Mentoring is increasingly recognised as a vital management skill; as well as one of the most effective ways of developing, nurturing and linking staff to an organisation.

WorkWise executive and business coaching programs are designed to develop the core competencies, motivation, strategic focus, performance and outcomes of the coachee. Highly experienced and effective coaching is assured.

The greatest assets of
your organisation are the
people in it.
They are not resources
to be consumed,
but individuals to be
encouraged to reach their
potential, so that you can
reach yours.
We can help.

The WorkWise Group

PROVIDER OF EAP SERVICES AND ONE OF AUSTRALIA'S LEADING
PSYCHOLOGICAL AND ORGANISATIONAL CONSULTANCIES



OFFICES LOCATED IN EVERY CAPITAL AND MAJOR REGIONAL CENTRE IN AUSTRALIA INCLUDING:
SYDNEY MELBOURNE BRISBANE ADELAIDE CANBERRA PERTH HOBART DARWIN AUCKLAND CHRISTCHURCH

The WorkWise Group Pty Ltd

Phone: 02 9890 5577

After hours: 1300 135 600

Fax: 02 9890 5477

Web site: www.workwise.com.au

Email: office@workwise.com.au

Head Office: 67 O'Connell Street Parramatta NSW 2150

PO Box 6682 Parramatta NSW 2150