

## Proactive programs: Wellbeing Checks



The Wellbeing Check program aims to provide assistance to employees involved in specialist areas where there may be a risk of psychological injury, accumulative stress or vicarious trauma.\* It is particularly relevant for organisations such as first responders, correctional centres, airlines, transport industries, legal, government departments and high-risk, high-stress or challenging environments.

The program involves employees participating in a one-on-one session with a senior psychologist to discuss:

- Workloads
- Emotional reactions to their work
- The manner in which their work and personal lives interact
- Any other issues that may impact on the ability to perform jobs safely

### **The purpose**

The program is designed to be proactive in helping employees manage levels of stress. It is designed to intervene before a crisis escalates and the employee is unable to cope in the workplace or struggling to maintain work/life balance, emotional or physical health. Ideally, organisations will implement a wellbeing check program annually.

The focus of the session is not on therapy but on providing an opportunity to discuss work experiences in a confidential setting. It is intended to be a preventive strategy. The Wellbeing Check is designed so that employees have access to:

- Suitable resources and resilience to cope
- A trained psychologist who can carefully monitor overall wellbeing
- An opportunity to reflect on the challenging aspects of the role, with an emphasis on emotional health

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### **Benefits**

- Provides individuals with strategies to manage stress
- Opportunity for psychological education around issue of stress, mental health, coping and monitoring wellbeing

## How does it work? The process.

### One-hour interview

Optum™ will provide access to a senior psychologist, who will conduct a Wellbeing Check in relation to the individual's work.

### Reporting

At the completion of the session, the psychologist will submit an attendance sheet to the organisation which will indicate the date and time an individual has attended.

Only in extreme situations, and where continued exposure to the work environment is considered deleterious, will the Optum psychologist contact the nominated representative by telephone. In the event that the psychologist is required to contact the organisation, they will not discuss the details of the confidential session. They may, however, be required to provide a verbal report on their recommendations for a suggested action plan to support and build resilience.

### Opportunity for extra support

In case an employee requires additional support post the Wellbeing Check program, counselling through the EAP will be available.

For more information about the program and costs, contact your Account Manager.

\* Vicarious trauma is a state of tension and preoccupation of the stories/trauma experiences described by clients. It is a cumulative and an occupational hazard.

Source: counseling.org