



Workplace Initiated Support Engagement (WISE) Program



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From time to time, we are faced with major events that impact the very heart of our everyday lives. Events such as pandemics, natural disasters, large scale accidents and major instances of violence in the broader community can present challenges for us to navigate our way through. During these times we often need to make multiple adjustments to the way we go about our lives, inside and outside of the workplace. The more significant the event and the longer it persists, the greater the risk to the health, wellbeing, safety, productivity and engagement of your workforce. A critical issue during these times is the impact the event may have on the mental health of your people.

What is the WISE Program?

WISE is an evidence-based outreach service that assists organisations to provide proactive support to their employees during times of change, uncertainty and adjustment. Rather than waiting for issues to arise, or for your workforce to experience difficulty, the WISE Program enables us to reach out to your employees to check on their wellbeing and welfare and initiate support where needed. The WISE Program is a highly effective workforce risk mitigation strategy and is conducted by our highly skilled and experienced psychologists via telephone or video. It is particularly focused on supporting the mental health of your workforce.



How to establish a WISE Program

To establish your WISE Program we will complete a short consultation with you to identify the specific employee groups you wish to target, and provide guidance on how to establish the Program.

We will commence the outreach in line with your communication to the employees involved in the Program. In addition, we will provide you with materials to communicate with your targeted employees.

All support under the WISE Program is provided confidentially, however de-identified reporting on emerging risks and issues will be provided, together with recommendations on ways you can further support the health and wellbeing of your workforce.

How does the WISE Program align with other services?

The WISE Program is a stand-alone program that provides proactive outreach support to ensure the wellbeing and welfare of your workforce is optimised. You do not need to have any other agreement with us to establish a WISE Program.

If you have an existing EAP, it continues to enable your employees and their family members to reach out for support as they need it.

The WISE Program provides measurable benefits for all employees, and in particular individuals and teams who may be under additional pressure, more vulnerable, or at risk of vicarious stress/compassion fatigue.



Contact your Customer Care Manager
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