

A woman with dark hair, wearing a teal shirt, is smiling and looking towards the right. She is in the foreground, and other people are blurred in the background. The background is a solid teal color.

Mental Health and Wellbeing Program

Support to thrive at work, in health and life.

Life is full of ups and downs.

We'll help you to navigate them and feel confident, in control, and ready to enjoy every day.

What support is available?

Think of us as your wellbeing partner – whatever the issue we're here to listen, to understand and to help you make the changes you need. We do that by providing you with individual coaching and counselling, giving you practical strategies, and supporting you along your journey.

Whether you need personal support around an issue that is concerning you, are a people leader needing advice on a workplace situation, or just want to enhance your personal wellbeing – we're here to help.

We care about you – not just when there is a problem or an issue, but also when you want to achieve new goals or build better habits. When you engage with us there is no judgement, no stigma, just authentic support to help you in the best way we can.

Who can access it?

All of our services are available to you and your family members.

Who provides it?

Our services are provided by experienced health professionals who have great skills in listening, coaching and supporting individuals to be the best they can be. Our team will understand your needs and provide tailored support.

Is it confidential?

We understand the importance of confidentiality. Our professionals will provide you with a safe space where you can be honest about your goals and challenges - while remaining completely confidential.

Life is an adventure.

With some highs, some lows, and everything in between.

Whatever the issue, whatever the time, we're here when you need us.



Individual support

Our physical and mental health can be positively or negatively impacted by many factors - work, relationships, life at home, money, physical health, and diet are just a few.

If you're dealing with issues at work, need help with a relationship, want guidance on your finances, or are looking to supercharge your health – we're here for you.

Your situation is unique, and so is the support you receive.

We're great at listening - and we're ready to help you move forward with practical strategies to achieve your goals, or navigate different situations.

No matter what is on your mind – we can assist. Here are a few of the more common reasons people reach out to us.



Work

- Work-life balance
- Role change
- Difficult customers
- Bullying or harassment
- Interpersonal conflict
- Performance difficulties
- Self-management
- Work crisis or trauma
- Work satisfaction



Health

- Nutrition
- Exercise
- Substance use
- Addictive behaviours
- Sleep and fatigue
- Health issues
- Anxiety and depression
- Stress
- Technology addiction



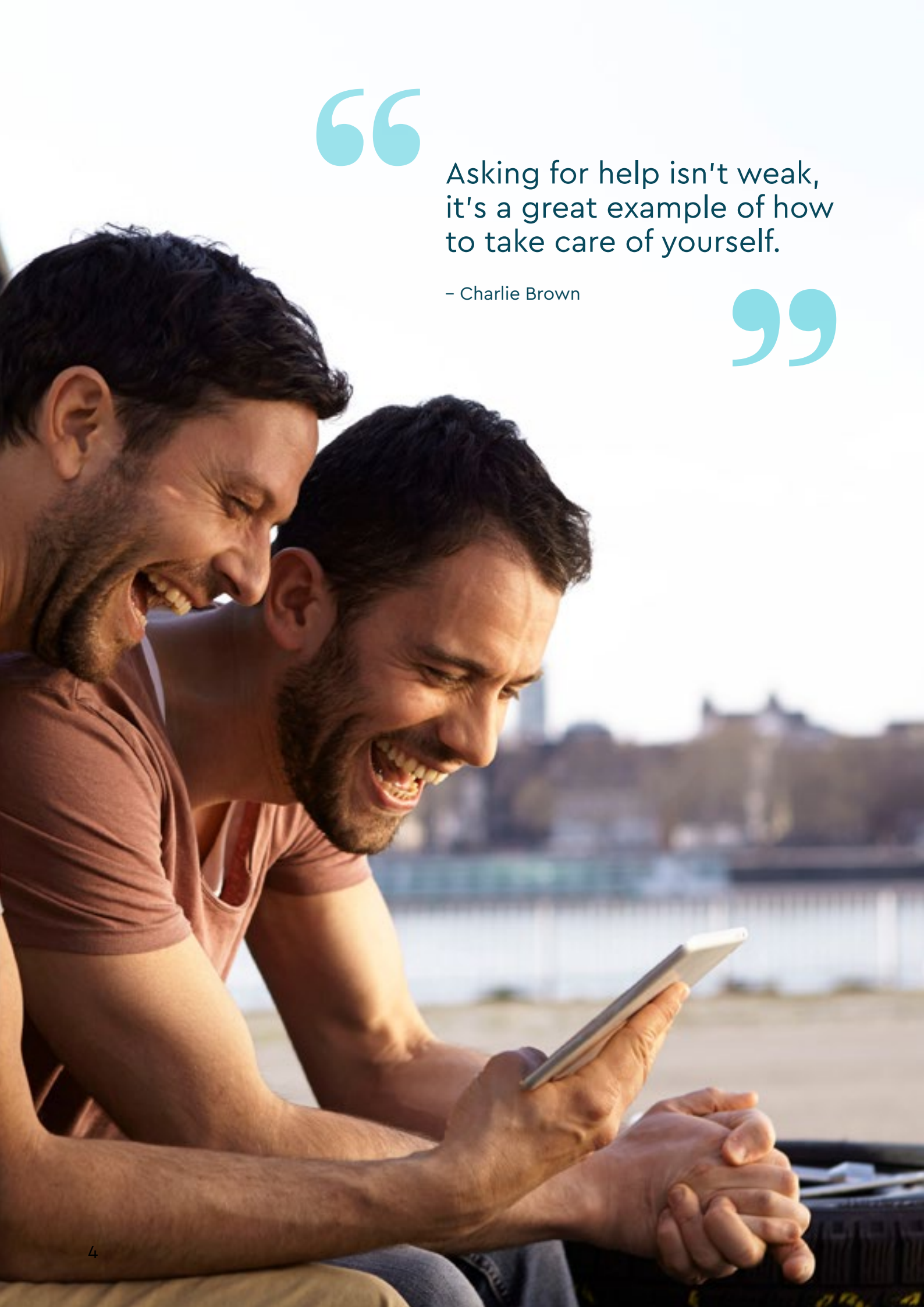
Life

- Relationships
- Parenting
- Partner dynamics
- Grief and loss
- Financial challenges
- Confidence and self esteem
- Anger management
- Cultural identity
- LGBTQIA+ support

Ways we help individuals

- Rachel accessed financial counselling after she was made redundant. In addition to providing practical budgeting and money management support and resources, she was also given strategies to build her confidence and self-esteem while she looked for a new role.
- Tim needed support after his partner was diagnosed with a significant illness. He was coached through managing his own emotions, talking with his workplace and others about his situation, and given practical strategies to provide meaningful care and compassion while he felt personally fragile.
- Alice was experiencing relationship difficulties after 10 years with her partner. She was provided with coaching and practical strategies to positively approach the specific challenges, as well as coaching to improve her nutrition and lifestyle behaviours which were suffering as a result.
- Mike has been under significant pressure and has recently started experiencing severe anxiety in situations where he was previously confident. He was provided with information about the triggers of anxiety, practical relaxation strategies, and coaching to manage his pressure points.
- Sarah was experiencing ongoing conflict with a colleague in her work team. She accessed coaching on ways to defuse situations before they escalated, communication strategies to achieve better outcomes, and support to feel more confident in her approach.
- Dan reached out for support as his drinking levels had steadily increased and were impacting his work and his family. He was coached through understanding the reasons for his change in behaviour, the implications of his behaviour, and strategies to build healthier lifestyle habits.

* The names of individuals have been changed to protect confidentiality.



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Asking for help isn't weak,
it's a great example of how
to take care of yourself.

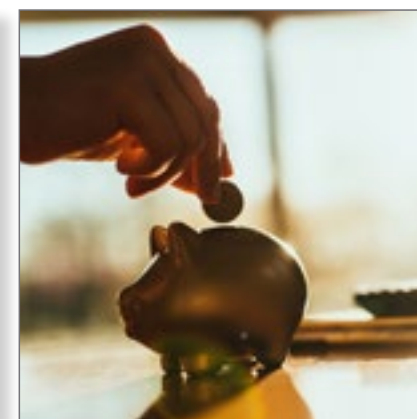
– Charlie Brown

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We all need help from time to time

People face similar challenges around the globe – here are just a few.

Almost 1 in 2
Australians will
experience a
mental health issue
in their lifetime



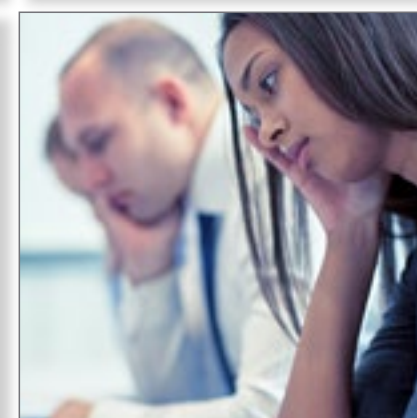
73% of Americans
rank their finances
as the highest
source of stress
in their life



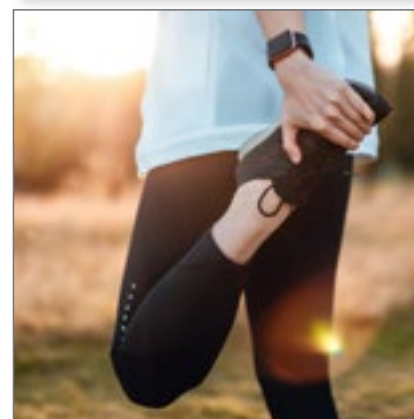
Nearly 1 in 4
New Zealanders
have experienced
poor mental
wellbeing



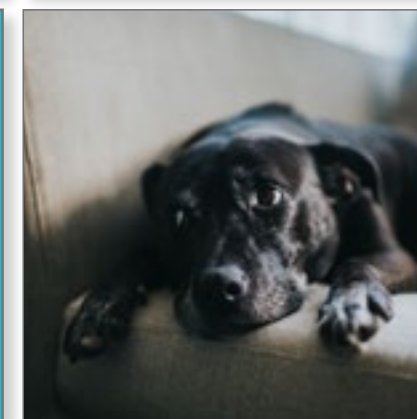
Over 80%
of Singaporean
employees suffer
from burnout



45% of adults
occasionally,
sometimes or often
feel lonely
in England



1 in 4 adults
do not meet
the global
recommended
levels of physical
activity



Support for leaders

If you're a leader, supporting your team is one of the most important parts of your job.
And we know it's not always easy.

Your approach to dealing with issues can have a measurable impact on the mental health and wellbeing of your team. So, it's important to feel confident you are doing the right thing.

Providing the right support, when and where it's needed is a key leadership skill. With so many possible scenarios from personal to workplace issues, you can be confident that you have support at hand.

There are a wide range of reasons leaders access coaching. It might be that you have an employee with a personal issue and you want to understand the best way to refer them for individual support. You might be concerned about the mental health of a team member and want to be guided through the best way to approach the issue.

Our support provides you with a confidential environment to discuss issues and gain understanding, coaching, and practical strategies. Some of these include:

- Announcing and managing change events
- Dealing with a difficult workplace situation
- Managing conflict between team members
- Caring for your own health and wellbeing – particularly during busy or stressful times
- Providing effective performance feedback
- Managing difficult conversations
- Identifying when you should be concerned about an employee or issue

Our specialists are experienced in every aspect of workplace issues and we're here to help you be a great leader.

Ways we help leaders

- Andrew was concerned about a high performing employee who started making errors, appeared less interested in work and their appearance and punctuality. He was coached on how to approach the conversation, how to provide feedback on his concerns and how to offer appropriate support if required.
- Dakota had two employees involved in an aggressive, public argument around a work change. The situation escalated in the days after the argument with each employee gathering a support team. Dakota accessed coaching on how to address the situation with each individual and together to achieve a workable resolution.
- Jen had an employee demonstrating poor behaviour in the workplace, including inappropriate comments that were perceived as discriminating or of a sexual nature. She accessed coaching for how to address the issues with him, and to arrange for him to have direct support to changing his behaviour.
- Mark needed to address a performance issue with one of his team who he knew would become defensive and emotional. He accessed coaching on how to deal with emotion while still providing the performance feedback required. He also sought guidance on how to engage support for his team member.
- Business challenges required Jonathon make a number of roles redundant. He sought advice on how to support employees at the time of announcement as well as ongoing support and career transition assistance for those exiting the business.
- Beth's team were disengaged and exhibiting poor behaviours in the workplace. She needed strategies to build cohesion and was provided with coaching on how to address the team issues, as well as options for interactive solutions that could be part of the overall solution.

* The names of individuals have been changed to protect confidentiality.

Wellbeing Gateway

Wellbeing Gateway is your personal mental health and wellbeing companion. Rich with engaging activities, expert resources, interesting discussions, and access to professional support to help you thrive.

We know that navigating every aspect of life is not always easy, so we're here to help.

Access a diverse range of content, undertake interactive learning modules, complete engaging activities or chat with our team of health professionals and experts.

You can find resources or access coaching on areas such as parenting, home and family, health, emotional issues, work life, money matters and more.

New content is added regularly across a wide range of work, health and life topics. Access to the latest ideas, trends and strategies to live your best life.

[Download the app to register today](#)



Confidential support available to you and your family members

Coaching, resources and support are available to help you work through any issue in a practical and meaningful way.

Simple and intuitive

Easy to register and use, with simple navigation to access the range of health and wellbeing topics.

Chat with an experienced health professional

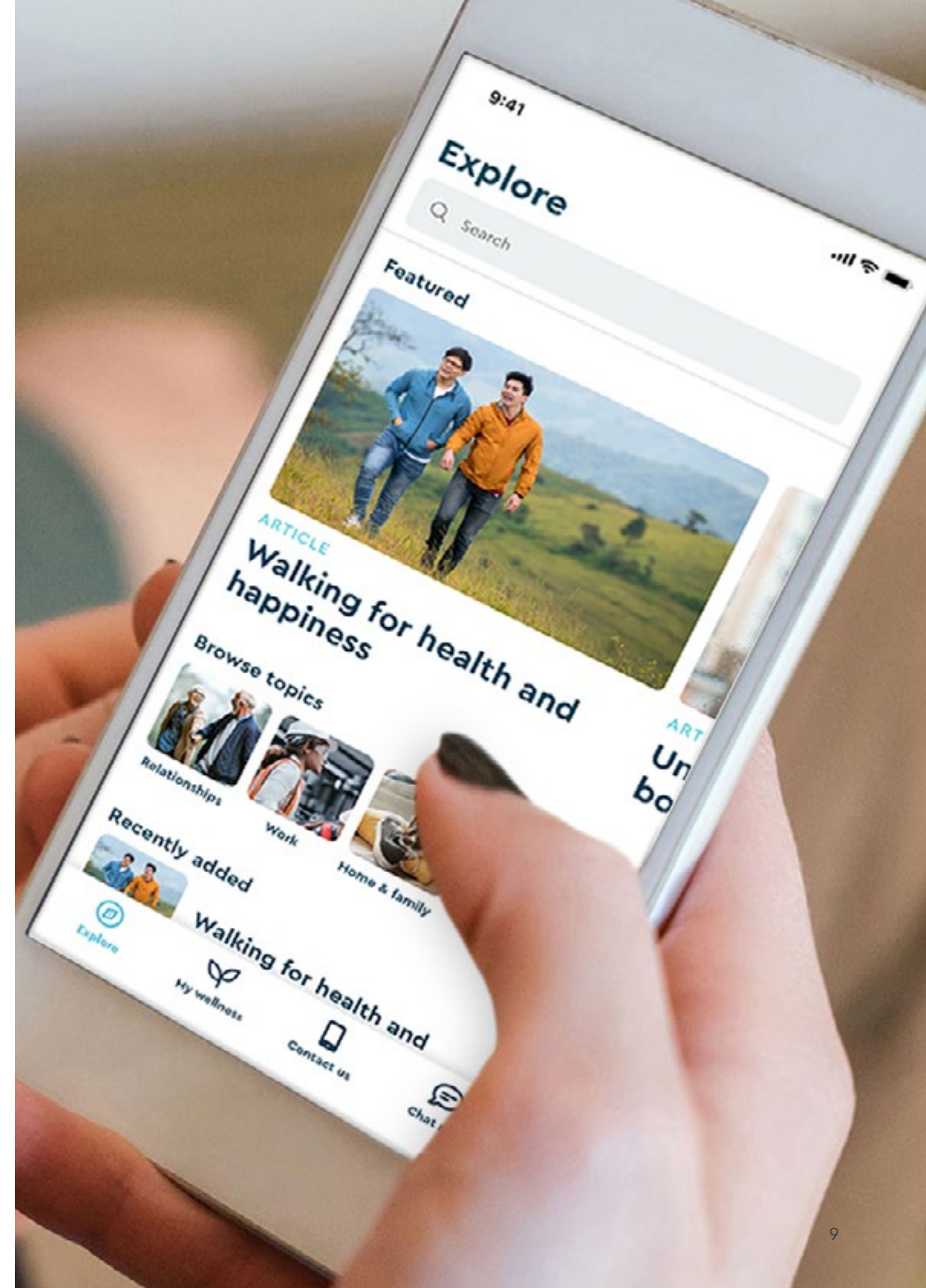
Connect seamlessly with our experienced health professionals.

Comprehensive range of content

Find regularly updated resources across a diverse range of topics and formats.

Engaging programs and activities to support your wellbeing

Access expert learning, educational programs and activities that provide you with strategies and guidance to help you thrive.





We're here to help.

24 hours a day, 365 days a year.

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NZ: 0800 808 374

International: +61 7 3211 8919

assureprograms.com.au

