



**DON'T
COMMIT TO
AN EAP
UNLESS IT
DOES THESE
5 THINGS**



01

DOES IT INCREASE STAFF WELLBEING AND PRODUCTIVITY OR IS IT JUST COUNSELLING?

02

DOES IT GET RESULTS AND HELP YOUR BUSINESS IMPROVE?

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DOES IT GET USED?

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DO THEY WALK THE TALK?

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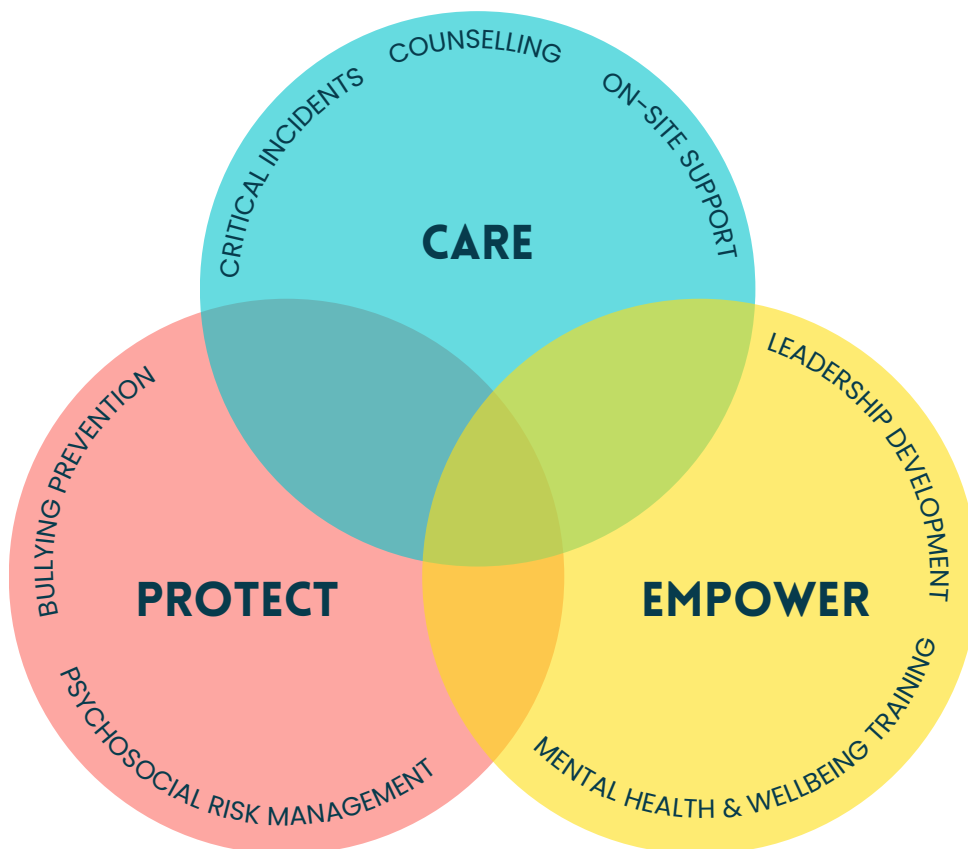
DOES IT PROTECT YOU LEGALLY?

DOES IT INCREASE STAFF WELLBEING AND PRODUCTIVITY OR IS IT JUST COUNSELLING?

An EAP that just focuses on providing counselling support only manages illness. It will not prevent harm or promote positive wellbeing.

Allos Australia provides mental health support, prevention, and skills building as part of an integrated approach. The result, you not only meet your ethical, legal, and fiduciary obligations, but you also stop problems before they become big problems.

But that's the beginning; we take you beyond compliance to build a more resilient, adaptable, and productive workforce.





NOT JUST A PHONE LINE

EAPs should be far more than crisis counselling over the phone. We build relationships and make connections that benefit your company's culture and grows the bottom line.

We provide onsite walk-and-talks and other innovative ways to make our service more approachable for your employees.

Our humanistic approach is popular among all of our clients across many industries and redefines what's possible with an EAP.

MEDIATION

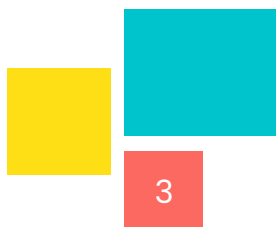
There's no need to suffer from the stress and strain of workplace conflicts. Mediation is a constructive way to work through conflicts with the help of an impartial third-party.

Our mediators are experienced in providing fair solutions that protect employees and employers while leaving their businesses running smoothly.

CRITICAL INCIDENT RESPONSE

Sometimes, tragedy strikes. Our critical incident response is a highly effective way to help your employees manage in the aftermath of an event.

It helps them to feel in control, reduces feelings of helplessness and powerlessness, and helps to maintain their mental health. It also encourages your staff to return to live an active, productive life.



Severity	Disaster	High	Medium	Minimal
Probability	Critical	High	Medium	Minimal
Regularly	Critical	Critical	High	Medium
Probable	Critical	High	Medium	Medium
Occasional	Critical	High	Medium	Low
Rarely	High	Medium	Medium	Low

PSYCHOSOCIAL RISK MANAGEMENT

GAP ANALYSIS

Fulfil your duty of care obligations with our risk gap analysis. Conducted by OHS experts, this audit reveals where you're compliant, where you're not, and what actions you need to prioritise.

From there, we will guide you in complying with the latest state Psychosocial hazard codes of practice and legislation as well as ISO45003.

SAFETY MANAGEMENT SYSTEM DEVELOPMENT AND IMPLEMENTATION

The new Psychosocial Health and Safety laws are here and you can't claim ignorance. You will be held accountable by the law if you fail to meet your duties.

Our Psychosocial Health and Safety experts can get on the right side of health and safety legislation support with the creation of a comprehensive Safety Management System.

BULLYING & HARASSMENT PREVENTION

Bullying is a growing issue in the workplace and it is a growing focus of regulatory inspectors. Sometimes bullying is intentional, but often it's not.

Protect your business and your employees by ensuring they have both the awareness and the support system to combat workplace bullying before it's too late.

We offer a range of services to help you address bullying and harassment at your workplace including prevention, management, and resolution.





EMPOWER

PSYCHOLOGICAL SAFETY

Psychological safety is about creating an environment where employees feel safe to express themselves and share ideas. It's not about the warm and fuzzies - it's about truth-telling, identifying issues early, and giving great ideas the attention they deserve. It's the evidence-based engine that drives productive and innovative teams.

ASSERTIVENESS COACHING

Our assertiveness coaching offers the opportunity for you to confidently and respectfully communicate your opinions and ideas, leading to increased confidence and better collegial relationships.

LEADERSHIP MATTERS

LEADERSHIP ONE-TO-ONE (WITH REAL LEADERS)

When it comes to leadership, thinking that you know it all is your first (and often last) mistake. To close that gap, leaders typically focus on rational logic and practical actions. Those are essential, but the "solutions" they provide rarely last long if the emotional and behavioural dimensions are neglected. These private 1:1 sessions challenge leaders to look within, hone their instincts, and come out stronger and more skillful, not just as leaders but as people

MENTAL HEALTH COACHING FOR LEADERS

Our Mental Health coaching for frontline leaders is specially designed to support leaders who want to create a mentally healthy workplace. Whether it be prevention, detection, or intervention, this coaches you in real-time to respond to real-world mental health challenges in your team.





EMPOWER

SKILLS AND CAPACITY BUILDING

DOMESTIC VIOLENCE AND COERCIVE CONTROL

Domestic violence is all around us and employers have a duty of care for their employees. This workshop will provide you with all the information you need to become an empathetic and practical support in these most traumatic times for your employees, including steps on how to create a plan and take action— it may just save a life.

STRESS-MANAGEMENT WORKSHOPS

Stress is part of work and life but how we respond to it changes everything. Our workshops teach your team how to take advantage of the positive side of stress, avoid the negatives, and identify their triggers. Our curriculum is based on the latest research in neuroscience and psychology and is rooted in a sound foundation of theory, research, and practice.

HEALTHY BOUNDARIES WORKSHOPS

High worker engagement can have a dark side, especially in mission-driven industries where it can be a lead indicator for burnout, compassion fatigue and vicarious trauma. In these sessions we explore what makes 'mission-driven' people different, and how to set healthy boundaries and avert burnout.

ACCREDITED MENTAL HEALTH FIRST AID TRAINING

These empowering and practical training courses will teach you to respond to situations in your workplace where there is often no easy or tangible explanation as to why people are behaving the way they are. Our instructors bring deep experience and passion, plus a little bit of fun.



DOES IT GET RESULTS AND HELP YOUR BUSINESS IMPROVE?

EAPs have become a necessity in the modern workplace, but few of them make sure you get the data and insights you need to understand your organisation's strengths, weaknesses, and potential.

FREE REPORTING WITH DATA DRIVEN INSIGHTS

Some EAPs don't provide regular reports. Others provide data, but little direction. Allos solves both of these problems by providing regular reports which help you make better decisions.

We give you early warning on emerging issues and strategies to stop problems before they become big ones. Plus, our reports give you a headstart in meeting the latest Psychosocial Hazard Management regulations.

ONGOING CONSULTATION

Employers now realise that smart investments in workforce wellbeing lead to increased productivity, reduced absenteeism, and lower premiums.

We will meet with your leaders throughout the year to provide feedback and guidance on how to improve and align workforce wellbeing with your strategic objectives.

With Allos, you have a partner you can rely on for ongoing consultation on all your people-related issues.



DOES IT GET USED?

For an EAP to deliver value, employees need to use the service. This is because the aim of an EAP is to reduce productivity losses and support employees to get back to working and living productively, sooner. However, if you look at the publicly available data you will see that EAP industry usage rates are notoriously low.

Since our founding, Allos has focused on removing the barriers that stop staff from seeking support. The result; our average usage rate is 4 times higher than the industry average, and staff engage earlier, meaning the return on investment to you is far higher.

IS IT QUICK AND EASY TO ACCESS?

Allos EAP is designed with your convenience in mind. We've eliminated all the tedious steps that other EAPs make you go through, like answering a long list of questions and waiting days for a response.

With Allos, our 24/7 service makes it easy to get in touch with someone who understands what you're going through. Simple.

DO STAFF TRUST IT ENOUGH TO USE IT?

The biggest hesitation for staff in using an EAP is the lack of trust. We learned long ago how to earn that trust and it begins with our team getting to know your team. These genuine relationships of respect and trust are the cornerstone of our success.

HOW DO THEY PROMOTE THE SERVICE?

Most EAPs are designed to be reactive and wait for someone to call, with little more than a poster on the tea-room wall. Our approach flips that on its head.

We proactively reach out and raise awareness of our service. We do this through a range of engaging projects tailored to fit your business. The result: earlier support, more often meaning you reduce productivity losses.

HOW RESPONSIVE IS THE SERVICE?

Many EAP operator wait times have extended dramatically since the pandemic but Allos Australia's service was always designed to be fast and reliable. We ensure same-day response times for all our clients.

04

DO THEY WALK THE TALK?

ARE THEY A CULTURAL FIT FOR YOUR BUSINESS?

EAPs are all too often a box-ticking exercise. We refuse to be that. We build real relationships with forward thinking organisations who are ethically driven and understand that the health and wellbeing of their staff drives business productivity and profitability.

HOW MANY CLIENTS DO THEY HAVE?

EAPs typically fall into two types; massive “McTherapy” multinationals or small psychology practices.

The former typically have thousands of clients and cannot give attention to small and medium-sized clients (less than 5000 staff). Plus, at that scale, quality control of processes and practitioners is notoriously unreliable.

The latter are typically only focused on counselling and do not have expertise in business, let alone how to drive systemic prevention.

Allos sits right in the sweet spot, with deep expertise in business strategy and operations, as well as nationwide EAP coverage across Australia and New Zealand.

The quality and reliability of our service and attention to our clients sets us apart, and that’s something we will not compromise on.

ARE THEY FOCUSED ON TRANSACTIONS OR RELATIONSHIPS?

What kind of relationship do you want? If you want an EAP to be an extension of your operations, we're for you. We're not one of those EAPs that quietly sits in the background and sends you a bill at the end of the month. We're here to partner with you and work side-by-side to solve your behavioral health and wellness challenges so that you can get on with building your business.

HOW MUCH DO THEY PAY THEIR PRACTITIONERS?

In an attempt to win business at any cost, EAP providers have paid lower and lower fees to practitioners, in some cases just \$40 per hour. It's simply not possible to get quality, caring, and reliable mental health professionals for that price. We pay our practitioners properly and promptly, ensuring that our practitioners prioritise your employees and provide the proper treatment, respect, and support they deserve.

WHAT ARE THEIR PRACTITIONERS LIKE?

Qualifications and experience are essential, but the most important factor in therapeutic success is the quality of the relationship between the individual and the therapist. We've selected and rigorously interviewed all of our practitioners to make sure they are a step above the rest – they live and breathe empathy and professionalism.



DOES IT PROTECT YOU LEGALLY?

Recent legislation rolling out across Australia requires employers (PCBUs) to actively manage psychosocial risks. **A traditional EAP is not designed for this and will not protect you from legal liability.**

Allos is the first EAP provider in the market focused on aligning psychosocial risks management with legislation. Our team of experts can provide you with a tailored solution that not only complies with regulations but maximises the positive impact.

LEADERSHIP AWARENESS + UNDERSTANDING DUTIES

Understanding your duties as a psychosocial hazard and risk manager is essential for effective systematic work health and safety risk management. These brief education sessions provide an understanding of your obligations as a PCBU, officer, worker, or leader.

HAZARD IDENTIFICATION

Our experts help you identify the aspects of work that could harm employees including organisational-wide systems, work practices and cultural issues. They can also provide guidance in the systematic collection of quantitative and qualitative data.

ASSESSING AND PRIORITISING RISKS

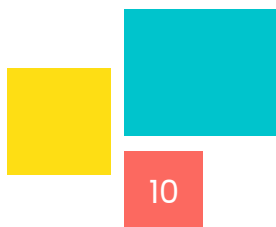
We help you to focus for maximum benefit by prioritising psychosocial hazards that are severe or can impact large numbers of workers or groups of workers with very high risk of harm.

CONTROLLING PSYCHOSOCIAL HAZARD AND RISKS

This doesn't need to be gruelling. Our experts make your life easy with clear guidance on how to eliminate or minimise psychosocial risks through good work design, safe systems of work, training and supervision, along with practical advice on making reasonable adjustments for individual workers.

PROACTIVE IMPLEMENTATION, MAINTENANCE AND MONITORING

We will show you how to implement and maintain control measures using information collected in the risk identification stage. Following that you will be able to confidently monitor and review the effectiveness of control measures, along with strategies to intervene.



ABOUT ALLOS



PEOPLE POWER FOR YOUR BUSINESS

The more you care for them, the more they'll reward you and the longer they'll stay. But the old ways of supporting employees just don't cut it anymore because:

- Smart employers know they can't afford to be reactive about mental health
- Employee expectations of mental health support have risen dramatically
- Regulations are changing fast

Allos Australia pioneered a proactive and integrated approach to meet these business demands.

We work with forward-thinking organisations. You must be ethical, purpose-driven and understand that people and profits go hand in hand.

If that's you, then book a confidential chat and see exactly how we can help power up your people



HELLO@ALLOS.COM.AU



03 9817 7361



7 ACACIA PLACE
ABBOTSFORD
VIC, 3067