

Psychological Injury and Wellbeing Services

“Research shows every dollar spent on supporting workers with mental health issues has up to 500% return on investment for businesses through improved productivity and reduced absenteeism.”

- Mental health in the workplace,
Australian Human Rights Commission



APM WorkCare understands prevention and proactive management of injuries in the workplace is critically important, especially when it comes to mental wellbeing and psychological safety. APM WorkCare provide a range of psychological services for individuals and workplaces, including:

Workplace counselling

Many organisations have an Employee Assistance Program that is available to their staff. Such services are often accessed anonymously without the employer's knowledge.

APM WorkCare's counselling service supports workers in the context of their role and their work environment. This service can be used when early intervention is required. The individuals may be asked for consent for APM WorkCare to liaise with their employer in cases:

- That are highly complex or sensitive
- For objective feedback on how organisations can best support an individual in a return-to-work situation
- For organisations to feel confident the service and recommendations will be achievable and collaborative

Early intervention assessment

Early intervention is key in any injury and return to work. APM WorkCare's psychological early intervention assessment is delivered by a dedicated team of senior consultants with demonstrated skills and experience in psychological injury, recovery and return to work. These assessments can be delivered rapidly with the process including focussed assessment, investigation and risk mitigation strategies. We also have the ability to separate medical and industrial issues.

Support for leaders

Dedicated support services are available for leaders to facilitate safe, healthy and productive teams.

Services are able to be provided in a group or one-on-one environment and cover:

- Injury recovery
- Workplace mental health
- Having difficult conversations
- Getting the best out of your team
- Conflict management and negotiation
- Supporting leaders to manage mental health and neurodiversity in the workplace

Specialised assessments

Our team also provide specialised assessments which are tailored to the specific needs of the organisation and circumstances of the employee, such as:

- Cognitive workplace assessments
- Psychological functional assessments
- Vocational assessments

Recovery support counselling

APM WorkCare have developed specific modules and activities to address common injury adjustment issues experienced by injured workers. These are delivered by qualified consultants e.g. pain management could be delivered by a physical consultant, with topics including:

- Understanding and managing emotions
- Pain management
- Adjustment to change
- Depression and recovery
- Thinking and coping styles

Resilience and training

APM WorkCare has developed a series of online resilience modules in conjunction with MCI, Australia's most innovative training provider as awarded by the Australian Financial Review.

They cover:

- Living a resilient life
- Health and wellbeing
- Connections and support
- Self efficacy and self worth
- Optimism and perseverance
- Emotional intelligence and awareness
- Self regulation
- Stress management
- Control and problem solving
- Purpose and congruence

Refer now via workcare@apm.net.au

For more information visit apm.net.au/workcare or phone us on **1300 967 522**

Workplace mediation

APM WorkCare provide mediation and facilitated discussions between parties within or in relation to the workplace. This service is a meeting between two or more parties who are experiencing conflict, with the aim of leading discussions to find resolution. This voluntary process can be completed at a convenient location either in-person, virtually, at the workplace or a third-party location.*

Incident debriefing

APM WorkCare provide critical incident stress management services, providing support to assist the recovery of individuals experiencing distress. This aims to help workers deal with emotional reactions that may result from involvement in or exposure to unusual workplace incidents.

Critical incident stress management strategies in the workplace include:

- Critical incident planning
- Demobilisation
- Defusing (small group support)
- Debriefing (event group support)
- One-on-one and follow up support

APMiQ

Recovery and rehabilitation are not linear for clients or workplaces. Which is why APM WorkCare developed the APMiQ holistic tool to analyse the success of treatment and track recovery progress.

APM WorkCare use APMiQ as part of all assessments, with the Life Index questionnaire completed at regular scheduled intervals. Reports are provided to relevant stakeholders, with adjustments made to the recovery plan to achieve the most positive outcome quickly and effectively.

