



Prosper
HEALTH COLLECTIVE

EAP Proposal





WORKING TOGETHER WITH A PSYCHOLOGIST CAN HELP YOU FEEL EMPOWERED TO TACKLE LIFE'S CHALLENGES & MAKE A POSITIVE CHANGE IN YOUR LIFE

Propser Health Collective is a psychology practice that provides counselling, psychotherapy and assessment services for people experiencing difficulties in their lives.

Our practice is staffed by a team of highly qualified and experienced Psychologists that provide evidenced based treatments for mental health, wellbeing and personal development.

We treat a full range of mental health conditions at the practice including depression and anxiety. We can also assist with other difficulties and stressors that may arise in life. Services are available to children, adolescents and adults.

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Welcome from the Director

Dr Kellie Cassidy

Principal Clinical Psychologist

Thank you for considering Prosper Health Collective as your EAP provider. As a Clinical Psychologist I am very passionate about the mental health and wellbeing of all people and I welcome this opportunity to assist the people in your company to become mentally strong.

Given that we spend a significant amount of our waking hours at work, it makes sense to me that we should be focused on ensuring that our workplaces are mentally healthy and as such I applaud you as a business owner/CEO for seeking out psychology services for your staff. I am sure you would agree that our people are our biggest assets in any business and we must value them, and take good care of them. Providing EAP services is a wonderful way to do this.

We know that providing EAP services has many advantages not only for the individual receiving the service but for the business as a whole. The health and wellbeing of the workforce has a direct impact on the success of any business.

Please reach out to me if you have any questions regarding our proposal and thank you again for the opportunity.

I hope that you entrust us with the care of your employees and allow us the opportunity to assist them to Flourish and Thrive in their lives and within your work place.

Warm regards



Clinical Psychologist | Director

Executive Summary

Prosper Health Collective provide effective and efficient EAP services to its clients. We believe that the health and wellbeing of an organisation's workforce is imperative to the success of the business. Our aim is to help you meet your goals and outcomes through our core purpose, skills and expertise.

The graphic below provides a succinct overview of the benefits we can provide your company.



Why EAP

An Employee Assistance Program (EAP) is a service provided by employers to help their staff members improve wellbeing, work productivity and to have an overall greater work satisfaction.

The most successful organisations are committed to aiding their employees to manage and deal with a wide range of issues and problems.¹

EAP has the advantage of providing your employee's a free and confidential service to aid work and personal issues, whilst also benefiting your company's reputation as a fair and healthy workplace.

It also ensures that from a legal perspective you are meeting your ethical and legal obligations to protect employee health and safety.

"Employees are a company's most valuable asset".¹



The Benefits of an EAP

A healthy workplace can improve staff morale and productivity, resulting in fewer conflicts and complaints.

By providing Counselling support for your employees you will be

- meeting your health and safety obligations
- reducing the costs associated with;
 - Absenteeism
 - Staff turnover
 - Workers Compensation claims.

Advantages to the employee

- Improved wellbeing
- Less chance of accidents/injuries
- Greater work satisfaction

Advantages to the Business

- Safe and healthy workplace
- Reduced costs associated with absenteeism, staff turnover, compensation claims
- Loyalty and work satisfaction
- Improved morale
- Increased productivity
- Reputation as a choice employer



“Did you know Mental Health conditions result in around 12 million days of reduced productivity for Australian businesses annually”.²

Reasons for EAP

There are many reasons an employee may need to seek the services of a Psychologist.

Some reasons for referring to EAP include:

- Stress management
- Workplace conflict
- Bullying, discrimination or harassment issues
- Marital, Family or other Personal issues
- Depression,
- Anxiety and Phobias
- Adjustment and change difficulties
- Eating issues
- PTSD
- Drug and alcohol issues
- Chronic Pain
- Grief bereavement and loss
- Sleep related problems
- Interpersonal issues and communication

Support for Management and HR

EAP not only provides support to your workers but it also can be of great benefit for your Management and HR team.

When you suspect, or if an employee presents with poor mental health it is good to know you have that added support of an EAP provider.

We can help your team increase their knowledge about mental health and be aware of the support available. This will enable you to better understand what someone with a mental health condition may be experiencing and how you can best support them.



How does it work?

It is crucial for company stakeholders to continually educate employees about how EAP works, starting with the fact that it is absolutely confidential. From experience we know that employees may not take up EAP services if there is any doubt about their employer finding out they have accessed a Psychologist.

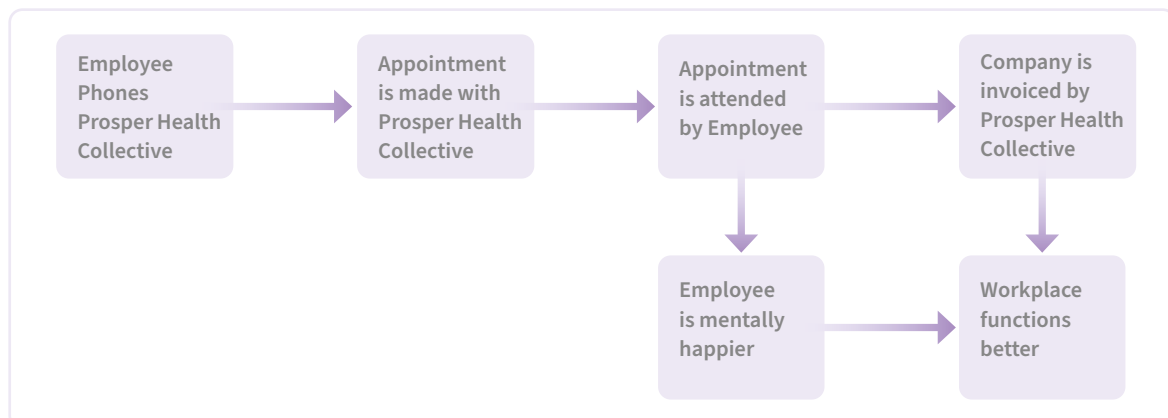
In addition to this, it is important that employee's are informed about the types of issues and problems that EAP can assist with. For instance stress management, conflict resolution, communication skills as well as treatment for things like depression and anxiety.

We can assist you with informing your employees of our services by providing you with promotional materials to include in your new employee orientation packs. We will also provide electronic information that can be forwarded on to staff via your intranet and flyers for your staff room. One workshop a year promoting the service and general tips for health and wellbeing may be offered as part of our package.

EAP is confidential, there is no need for employees to tell anyone, ask permission, go through HR channels, or do anything other than call the EAP phone number and make an appointment. Employees can also make contact for further information by sending us an enquiry via our website or email.

Once an appointment has been made we will check the details against the employee list provided and allocate the employee a reference number which will appear on the invoices we send. This makes it easier to track session allowance and frequency of the employees sessions.

Prior to the session taking place your employees will be advised that the session is completely confidential. The only exception to this is if there are serious concerns for clients or work place safety, then the therapist has a duty to warn or intervene.



About Propser Health Collective

Prosper Health Collective started out as Cassidy Psychology in January 2014 and was formed by owner Dr Kellie Cassidy initially as a sole trader business. The business has continued to go from strength to strength and in this short time we have re-branded, move to brand new offices in Booragoon and now employ nine Psychologists across two locations. We changed our name to Prosper in October 2019 to better reflect the core purpose and vision of the practice. We wanted our name to reflect what it is that we want for our clients, that is, for them to flourish and thrive, and to live the life that they want to live.

Propser Health Collective provides a range of different services including one to one therapy, group therapy, assessments (e.g. IQ, ADHD, Autism, Education) and EAP services. Our Psychologists work with people across the life span.

Our core purpose is to help people flourish and thrive.

Our Values

Our practice is guided by the following 5 values

- We care
- Vitality for life
- Be the collective
- Journey together
- Better than yesterday

Our Philosophy

At Propser Health Collective we endeavour to provide holistic collaborative care to our clients. We pride ourselves on offering professional, evidenced based treatments that demonstrate care and compassion to the people that we help.

Collaborative partnerships with our clients and with our referrers is at the cornerstone of our practice.

Our aim is to work together towards wellness and mental health so that people may flourish and thrive.

Benefits to clients:

Experienced

Our Psychologists are highly qualified with extensive training and experience in the assessment and treatment of mental health difficulties.

Confidential

We ensure that your information is kept safe and secure and we do not discuss your difficulties with anyone without your consent.

Collaborative

We work closely with your referrer and any other stakeholders you give us consent to speak with to ensure a holistic wrap around service.

Partnership

We will partner with you, through seeking to develop a comprehensive understanding of your goals and needs and working together with you to ensure you achieve them.

Commitment

We are committed to maintaining the highest possible standards of ethical practice and psychological services.

Quality

Our aim is to ensure that our clients receive quality mental health care in a safe, accepting and non-judgmental environment.

Location

We are located in 3 easily accessible locations in Canning Vale, Booragoon and Stirling.

Easy claiming

If your employees would like to continue therapy with us after they have used their allocated session allowance we offer Medicare and HICAPS claiming options so rebates can be claimed straight after the appointment.

Our team

Our team is staffed by experienced and registered Clinical Psychologists and Psychologists. All Psychologists must be registered with AHPRA and complete a minimum of 30 hours of professional development every year to ensure they maintain their registration. All clinicians use evidence based treatments to get the best outcomes for their clients.

It is important to us that we make sure your employees are matched with the correct clinician for both treatment and personal connection. All of our team are able to work with people across the lifespan from infants through to the

elderly. Each team member has their own special interests and areas of expertise. We take this into consideration when matching a new client with one of our Psychologists to ensure that the client will get the best possible treatment outcomes. We also have the advantage of both male and female clinicians to ensure we provide the best possible match for your employee.

Details of each of our team members may be found on our website (scan QR code below) or by requesting a copy of our most recent referral guide.



Our Services



Counselling

Propser Health Collective provides evidence-based treatment options when approaching an individual's area of need. Treatment approaches regularly used at Propser Health Collective include Cognitive Behavioural Therapy, Acceptance and Commitment Therapy, Schema Therapy, Interpersonal Therapy and attachment-based approaches such as Circle of Security.

Telehealth/Online appointments

We recognise that it is not always easy to get to appointments. Telehealth services help reduce some of the stress of getting people the help they need.

People in regional Western Australia can use videoconferencing to attend appointments with their clinician in Perth or another location. In some cases, it is also available to people in the city who find it hard to get to appointments to utilise this service.

All Psychologists at Propser Health Collective have received training in providing telehealth services.

Telehealth can be advantageous for:

- People living in rural and remote areas
- FIFO workers
- Carers and parents who need to stay at home
- Time poor people who just can't fit it all in

Most psychological conditions can be supported through online therapy. We utilise Zoom as our platform as we know it is safe and secure for undertaking discussions of a confidential nature.

Workshops

We offer one free workshop per year (1 hour in duration). This allows us to continue to remind your employees about the service whilst also offering valuable information about living a mentally healthy life. Topics for workshops may be chosen in consultation with managers to ensure that it is tailored to your workplace needs.

Other workshops can be provided on a variety of topics. Simply contact us to discuss your needs and a quote can be obtained.

Fee Structure and Service Provision

Unlike many EAP providers we do not charge an annual fee for our service. You are only charged on services that are provided. You only pay for what you use.

We offer services to Employees and their immediate family members extending to young adolescents and children. The option to include family members is at the discretion of the employer.

We recommend a minimum of 6 Counselling sessions per calendar year to each individual.

Upon completion of 6 sessions we will either make contact with you to ask for approval of a further 4 more under the EAP or advise the client to attend to their GP for a Mental Health Care Plan, which will entitle them to a Medicare rebate or they may wish to use Private Health Insurance.

Our fees are detailed in the table below:

If clients fail to attend or do not provide a minimum of 24 hours notice a full service fee will be charge to the organisation. This can be deducted from the employee's allocated number of sessions.

Workshops – Price on Application

Other Services

Services such as site visits, critical incident response, crisis intervention and assessments are available upon application.

Our office hours and locations

We are conveniently located in Canning Vale and Booragoon with our main office operating from Booragoon. Our hours of operation are 9-5 Monday to Friday with outside hours appointments made on request.

Note: Fees are set based on our current rates. Contact us to access rates.



Why Choose Us

Our points of Difference

- **No annual fee's**
 - You only pay for the services your company needs
- **Experienced Registered Psychologists and Clinical Psychologists**
 - Our Psychologists are all registered with AHPRA and are continually adding to their knowledge and skills. This means they get better outcomes for their clients.
- **Local north and south locations**
 - We are a WA owned business and understand the needs of WA people.
- **Simple, easy service to access and implement**
 - Appointments are as easy as making a phone call
- **Free Workshop each year**
 - We offer a free workshop to workplaces every year to provide information on living a mentally healthy life.
- **Valuable resources at hand**
 - We continually provide additional free resources to our clients via our Facebook Page/Group and monthly newsletters to ensure prevention of future mental health issues.
- **Work closely with your HR department**
 - Aim to measure and execute effectiveness
 - Provide assistance to link EAP with other business processes (e.g. performance reviews)
 - Annual report of utilisation

Testimonials

We would love to share feedback with you from our many happy clients about the assistance we have provided. Unfortunately, Psychologists are not allowed to use testimonials in their advertising as directed by the Australian Health Practitioners Regulation Authority (AHPRA).



FAQS

Q *How many sessions should I offer my employee's?*

A We recommend a minimum of 6 sessions. Research suggests that the optimal number of sessions for a mild to moderate mental health condition is 12-20 sessions.

Q *How do I make a booking?*

A Simply phone us or make contact via email or website and our friendly reception staff will make an appointment.

Q *How long is a session?*

A Our sessions are 50 minutes. Long sessions if required will be billed at a prorata rate.

Q **How long is the wait to see a psychologist?*

A New clients are able to be seen within a week depending on their flexibility and times available. We recommend that multiple appointments are booked in advance to ensure clients find times that are convenient to them.

Q *How is privacy maintained?*

A All sessions are strictly confidential. Employers cannot access information about who attends or for what reasons they attend.

Q *How are we invoiced?*

A Invoices are sent following the provision of an appointment. Invoices are deidentified and will include a reference number and session number for the employee.

*Due to a current demand for Mental Health services it may be slightly longer for an appointment at the moment. Our number one priority is making sure we can book subsequent appointments to ensure ongoing therapy can be provided. We will endeavour to do all we can to have employees seen as soon as possible.



EAP Provider to: **St John Ambulance**

We thank you for the opportunity to provide this proposal and we look forward to partnering with you to support your employees Mental Health wellness.

Contact Us:

Take the next step and sign up for EAP services with Propser Health Collective.

Should you wish to proceed please contact the office for a Service Agreement.

Once signed we will forward you a copy of our digital and paper EAP material including an employee brochures and workplace posters. Services may then commence from this point.

We recommend that you then book in your free workplace workshop to introduce the service to employee's and also provide some free mental health and wellbeing strategies to your staff.

W: www.prosperhealthcollective.com.au

E: info@prosperhealthcollective.com.au

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4/259 Bannister Rd, Canning Vale WA 6155

15/51 Cedric St Stirling WA 6021

References:

1. Robert-Leigh Compton & John G. McManus (2015) Employee Assistance Programs in Australia: Evaluating Success, Journal of Workplace Behavioral Health, 30:1-2, 32-45
2. PricewaterhouseCoopersAustralia (PwC). Creating a mentally healthy workplace: Return on investment analysis, 2014.