

Why choose Onsite Assist services?

Optimising workforce engagement and productivity depends on how well an organisation reaches out, works and connects with its staff and teams in the workplace. Converge International's Onsite Assist team delivers:

- Wellbeing programs that actively address mental, spiritual and social (cultural) health in the workplace
- Workplace Consultants that make it their business to understand the 'situation on the ground'; encouraging engagement and nurturing culture
- Cultural resilience support to ensure psychological safety and critical capability to engage your workforce during difficult times
- Firsthand knowledge of emerging problems and solutions to improve the psychological wellbeing of your people, teams and work environment
- Evidence based, return on investment through qualitative and quantitative onsite reporting and analysis

Benefits of the Service

For Organisations

Understanding your Business – able to identify and work with site specific issues that may affect staff engagement and performance

Benefits Multiple Parties – able to extend support to the broader organisation based on demographics – e.g. HR Managers, white and blue collar environments, metro and regional locations

Equitable Access for All – Workplace Consultants that recognise, understand and work with workplace diversity issues from gender, culture and faith based perspectives – impartially and with sensitivity

Increase Staff Engagement - Flexible and Responsive Onsite Support Options – from a regularly delivered onsite program to a short term intervention following a specific event e.g. change announcements, post critical events, etc.

For Employee

Understanding their environment – understand location specific issues that may potentially impact on employee psychological and mental wellness

Building Workplace Community through Relationships – immediacy of individual and group support that influence social dynamics and the cultural environment

Confidential and Trusted Partner – incidental intervention that would normally go undetected, established rapport and familiarity

Immediacy and Ease of Access – readily able to speak to someone in real time

Multi Skilled Expert; able to Broker a wide Range of Specialist Services – actively respond to a range of needs and crises by accessing approved internal and external services

Onsite Service Models

	'Workplace Community Connector' Service	Early Intervention Support Service	Employee Psychological Wellbeing Program	Organisational Wellbeing Partnering Program	Short-Term Onsite Engagement Projects
DEFINITION	Early and proactive 'on the ground' detection, assessment and monitoring of personal and work issues that impact employee productivity and engagement	Early detection and self-referral for short-term counselling and/or coaching sessions for personal and work issues	An onsite wellbeing service incorporating both workplace community building and short-term counselling and/or coaching program	An onsite professional consulting model that addresses individual, group and organisational wellbeing issues	Project based manager and/or employee support service in response to change or crises
FEATURES	<ul style="list-style-type: none"> • Visible onsite presence -Walk the Floor' delivery method • Informal employee engagement process -relational approach • Able to have multiple conversations in a short period of time and scan the work environment for issues • Real time risk assessment, referral and education • Immediate availability to address issues/crises in an informal manner • Proactive and spontaneous emotional support and/or spiritual care • Support for managers, staff, families and volunteers • Connect staff to internal services and/or external support agencies • Alerting managers to hot spots without breaching confidentiality 	<ul style="list-style-type: none"> • Focussed on short term, confidential counselling or coaching intervention • Structured counselling sessions with appointment scheduling system • Reliable and predictable availability of appointment slots that can be self-accessed online or through a 1300 number • Provided onsite in a confidential space or off-site, close to the customer premises • Reduces the need for staff to travel and eliminates lost time from work • Connects staff to internal services or external support agencies 	<ul style="list-style-type: none"> • An onsite integrated service model incorporating both walk the floor and confidential sessional appointment program options • Enables both formal and informal employee contact • Can tailor responses as issues arise • Proactive and spontaneous emotional support and/or spiritual care • Able to have multiple conversations in a short period of time and scan the work environment for issues • Can organise immediate onsite sessional appointment where the need is recognised • Support for managers, staff, families and volunteers 	<ul style="list-style-type: none"> • Works closely with HR and key managers in the delivery of counselling, consulting and training services with access to a multidisciplinary team • High level expertise - provide broad range of individual, team and organisational wellbeing services, resources and education • Able to work across all levels of the organisation and assess/respond to complex situations • Can provide and/or coordinate tailored solutions to emerging or current issues as part of regular visits • Alerting managers to hot spots without breaching confidentiality 	<ul style="list-style-type: none"> • A short to medium term onsite support service that is purpose specific • A response to change, conflict or post critical event – such as restructures, workplace disharmony, bushfire season • Could involve welfare checks, outreach work • High level expertise - provide broad range of individual, team and organisational wellbeing services, resources and education • Able to work across all levels of the organisation and assess/respond to complex situations • Can provide and/or coordinate tailored solutions to emerging or current issues as part of regular visits • Manager Support

Onsite Workplace Consultants (Professional Expertise)

Delivered by a Pastoral Care Consultant and/or Workplace Consultant

OPTION 1

Delivered by a Workplace Consultant and/or Pastoral Care Consultant

OPTION 2

Delivered by a Workplace Consultant and/or Senior Pastoral Care Consultant. Can connect staff with different professionals based on need

OPTION 3

Delivered by a Senior Workplace Consultant with counselling and coaching expertise. Can connect staff with different professionals based on need

OPTION 4

Delivered by a Senior Workplace Consultant and/or Pastoral Care Consultant with counselling and coaching expertise. Can connect staff with different professionals based on need

OPTION 5