

**Workplace  
mental health and  
wellbeing matters.**

A guide for employers.



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## Acknowledgement of Country

Access Psych acknowledges the Traditional Custodians of the land upon which we live and work, and pays respects to Elders past and present. We recognise that the health of our people is connected to the health of our planet. We value access and inclusion and seek to listen, learn and build strong partnerships. We aim to provide genuine opportunities for Aboriginal and Torres Strait Islander peoples within our workforce and through our business.

# Workplace mental health and wellbeing.

## The data.

Over our lifetime, we will spend up to 90,000 hours at work and another 11,000 travelling to and from work.

Every year, **1 in 5 Australians** will experience a common mental illness. This means that millions of Australian workers go to work while experiencing a mental health problem.

Today's employers are seeking ways to support and retain their people, meet their obligations around psychosocial risks in the workplace, and compete for new talent in highly competitive recruitment markets.

When it comes to mental health and wellbeing support, Access Psych has the capacity and capabilities to deliver flexible workplace solutions.

# 45%

of Australians will experience a mental health issue in their lifetime

# 54%

will not seek treatment

Reference: Black Dog Institute

## Lost opportunities



### \$4.7b

from absenteeism



### \$6.1b

of lost productivity ('presenteeism')



### \$146m

in compensation claims

Reference: Mental Health First Aid™

# About us.

Access Psych connects people with the mental health support they need, when they need it.

With mental health clinicians located across Australia and a senior management team with extensive Allied Health and occupational rehabilitation experience, we tailor workplace mental health and wellbeing programs to the needs of people and organisations.

Our services include:

- Psychological injury treatment
- Early intervention programs
- Employee Assistance Program
- Critical Incident Support
- Psychosocial risk assessments
- Workplace mediation
- Management and supervisor support
- Workplace mental health training
- Mental Health First Aid training®
- Autism and ADHD assessments
- Mental health file reviews

No matter the service provided, we focus on ease of access. We provide both in person and telehealth services for convenience and provide emergency counselling when required.

We accept online bookings and referrals and provide bespoke promotional materials to increase the awareness and engagement of the support available.

We also produce tailored reporting, analysis and insights so that employers can monitor the impact of our services.

## Our vision.

Improving the wellbeing of people, families, workplaces and communities.

## Our purpose.

Connecting people with the mental health support they need, when they need it.

## Our values.



Compassionate



Dependable



Collaborative



Authentic



Access Psych is part of MedHealth. MedHealth supports thousands of people each year to achieve better health and work outcomes through a unique combination of strengths, capabilities and resources which span employment, medical opinion, advisory, rehabilitation and return to work services. MedHealth's 2,900 strong team of committed professionals use their talents to help others realise their potential. Backed with the expertise of more than 920 independent medical specialists, MedHealth covers all major medical and allied health disciplines, delivering localised expertise in more than 350 locations across Australia.



## Clinical interests

Self worth issues Anxiety Depression Stress  
Attention Deficit Hyperactivity Disorder (ADHD)  
Domestic or family violence Substance related issues  
Anger management issues Grief and bereavement  
Autism Spectrum Disorders Eating disorders  
Post Traumatic Stress Disorder (PTSD)  
Complex PTSD Chronic pain Adjustment issues  
LGBTQIA+ Psychological injury treatment

## Therapeutic approaches

Cognitive Behaviour Therapy (CBT)  
Acceptance & Commitment Therapy (ACT)  
Animal Assisted Therapy Cognitive Therapy  
Dialectical Behaviour Therapy Diet and exercise  
Disability Support Emotion-focused therapy  
Eye Movement Desensitisation Reprocessing (EMDR)  
Motivational Interviewing Narrative Therapy  
Obsessive Compulsive Disorder (OCD)  
Organisational Psychology Schema Therapy  
Vocational coaching and support

## Clinical styles

Warm Gentle Compassionate Curious  
Reflective Non-judgmental Respectful  
Collaborative Creative Accepting Structured

## Culturally and linguistically diverse

A selection of Access Psych mental health clinicians are able to support clients from culturally and linguistically diverse backgrounds.

## Clinical registrations

All our mental health clinicians are registered with either the Australian Health Practitioner Regulation Agency (AHPRA), Australian Association of Social Workers (AASW), Psychotherapy & Counselling Federation of Australia (PACFA) or Australian Counselling Association (ACA) and Access Psych is a member of the Employee Assistance Professional Association of Australasia (EAPAA).



# Our approach.

No matter which member of our team a client works with, our aim is to empower people with the tools they need to cope with the challenges that life presents and improve their overall mental health and wellbeing. As we go about our important work, we are:



## Mindful.

We will always be conscious of who we are as humans.



## Flexible.

Clients can choose from face-to-face sessions in one of our clinics or telehealth services Australia wide.



## Genuine.

Our focus is on each client's specific mental health needs. These needs are at the heart of our service.



## Motivational.

We want to make mental health care as accessible as going to the gym.



## Professional.

Our qualifications and capacity to deliver provides peace of mind.



## Individual.

We will work closely with each client to set and reach goals that are important to them.



## We're all about early intervention.

According to the Black Dog Institute, 54% of Australians who experience mental health issues will not seek treatment. What this means for employers is profound, especially when demand for professional psychology, therapy and counselling services is outstripping supply.

Early intervention is key. Access Psych will tailor strategies to identify and assess both individual and organisational factors that may be contributing to productivity, behavioural, performance or attendance issues.

### Early intervention supports

- The management of stress (and 'stressors')
- Improved behaviours and interactions
- Superior decision making
- Reduced absenteeism

# Employee Assistance Program.

Employee Assistance Program (EAP) is a short-term, solution focused service that's designed to offer counselling for employees experiencing problems of any kind.

It is informal, friendly and focused on each individual's needs. EAP counselling can be provided either face-to-face away from the office, at an Access Psych clinic, or virtually – whichever option is more convenient. Access to the service, in addition to the information provided during the counselling sessions, is treated with absolute confidence.



Access Psych is a Large Provider Member of the Employee Assistance Professional Association of Australasia Inc.



## Benefits of an EAP

- Reduced absenteeism
- Improved morale and collaboration
- Increased productivity
- Superior culture and performance

Our EAP mental health clinicians will adopt clinical styles to suit each individual and apply therapeutic approaches to address their mental health and wellbeing needs.



## Work related issues

- Work/life balance
- Performance issues
- Work pressure
- Bullying and harassment
- Managing conflict in the workplace
- Career management
- Adjusting to change



## Personal

- Stress
- Substance abuse
- Relationship problems
- Personal trauma
- Grief and bereavement
- Anxiety
- Depression

Every year, **1 in 5 Australians** will experience a common mental illness. Millions of Australian workers go to work while experiencing a mental health problem every day.

# Critical Incident Support.

A critical incident can have profound and lasting effects on the psychological health and wellbeing of your people.

Examples of a critical incident include:

- Workplace injury or death
- Serious near miss or safety incident
- Natural disaster
- Suicide or attempted suicide
- Armed robbery
- Assault or violence in the workplace

Access Psych is capable of providing immediate, comprehensive Critical Incident Support services that can mitigate risk and minimise impact while protecting the psychological health, safety and wellbeing of your workforce anywhere in Australia.

## **Access Psych Critical Incident Support services include:**

- An immediate, prompt and thorough response and action plan
- Ongoing counselling for impacted staff
- Professional support for workers involved in a serious incident
- Individual or group support, as required
- Support and coaching for Managers
- Resources for staff to support them to care for themselves and others during these times

Our Critical Incident Support services can be scheduled immediately via our 24/7 triage service.

Access Psych Critical Incident Support services include individual or group support, as required, and include any support and coaching for managers and frontline supervisors. We will provide resources for your staff to support them and help them care for others impacted by a critical incident.

Our attending mental health clinicians will provide a written report within five business days of service delivery, including feedback and insights from those who attended.

## **Benefits of Critical Incident Support**

- Address psychological workplace risks
- Reduced stress
- Structured recovery processes
- Improved resilience

# Tailored workplace training.



With decades of organisational experience, Access Psych can design and deliver bespoke corporate training programs.

These programs are specifically designed to increase knowledge of wellbeing and resilience behaviours. We give your people the tools to perform at their best while maintaining a healthy work life balance. Importantly, we impart the knowledge for them to be responsible for their own mental health and wellbeing, as well as those they work around.



## Understanding your mental health

A module that develops a greater understanding of mental health. Includes practical strategies to help a person manage their own mental health, plus resources to support mental health and wellness.



## Turning disputes into discussion

We explore different types of conflicts, why they arise and the difference between dispute and conflict. We then look at how to engage in constructive conversations to cultivate a harmonious workplace.



## Supporting mental health in the workplace

We explore and seek to improve our understanding of mental health challenges within the workplace, including appropriate approaches to support your team and colleagues.



## Understanding grief and loss

This module seeks to support people to understand grief and how it impacts themselves and others. It also includes advice on how to support others in managing their grief.



## Building mental resilience

This module focuses on developing a greater understanding of resilience, its importance and how to improve resilience, embrace change and navigate the challenges of life.



## Change in the workplace

This module explores change in the workplace through a mental health lens, developing a greater understanding of change management and how it can be an opportunity for people and teams.



## Mental Health First Aid®

Access Psych has licensed Mental Health First Aid® (MHFA) trainers to teach participants how to provide initial support to another person who may be experiencing a mental health problem or mental health crisis, until professional help is received or the crisis resolves. Training can be delivered face-to-face, online or via a blended offering. Our trainers are licensed to deliver three courses: MHFA for Adults, MHFA for Youth and MHFA for Teens.

### Benefits of tailored workplace training

- Superior culture and performance
- Reduced absenteeism
- Improved self management of health and wellbeing
- Increased productivity



## Suicide awareness

This important module is designed to equip people with the resources, knowledge and skills to recognise warning signs, provide support and effective intervention.



## Understanding trauma

We explore trauma: the prevalence, what it is, signs and symptoms, and how we respond to it. We also look at practical tips for how to support people who have experienced trauma.



# Mental Health Supervision.



In demanding professions where mental resilience and strength is essential, the role can often feel overwhelming and consuming. In recent times, there has been more discussion about the need for guidance, support, and reflection to make the demanding role more manageable.

It is now clear that there is benefit for maintaining one's wellbeing and the positive impact that it has on professional efficacy.

Access Psych offers clinical supervision as a resource to support your team in their role with the aim of reducing both burnout and compassion fatigue.

Our clinical supervision program offers a nurturing and enriching environment, tailored to meet the unique needs of individuals navigating the complexities of their roles. This can assist seasoned practitioners, as well as new staff, to enhance and support skill development and foster a solid foundation in the work.

Our program provides a safe space for self-reflection, growth, and exploration.



## What is it?

Supervision sessions are held with our experienced team of mental health clinicians and provide one on one virtual support on a regular basis.

Clinical supervision is a structured program in which the mental health clinician will provide guidance, support and feedback to the participant. The clinician will offer a safe reflective space for the participant to share, grow, learn new skills and develop greater self-awareness.

Benefits of supervision include:

- Professional development
- Quality of evidence based care
- Personal growth
- Support and guidance
- Reduced burnout and improved wellbeing
- Accountability
- Risk management



## Who is it for?

This program is designed to support professionals who work in demanding roles that require emotional resilience and psychological stamina.

# Psychological injury treatment.



Access Psych delivers psychological treatment services to meet the needs of Workers Compensation, Department of Veterans' Affairs (DVA), and motor vehicle accident schemes.

We recognise the importance of early intervention and support for injured workers suffering with mental health concerns. We work with each client to address primary and secondary psychological injuries, focusing on their individual circumstances and needs to establish realistic goals that support their return to work and resumption of duties.

Access Psych also understands the importance of communication and collaboration between key parties to achieve common goals. We can apply proven methods to effectively involve General Practitioners, other Allied Health practitioners, Case Managers, insurers, and rehabilitation providers in the delivery of psychological treatments for injured workers.

In addressing psychological injuries, our mental health clinicians aim to empower their clients to find solutions that will enable them to cope with the personal challenges they are facing. In particular, an appreciation for the important role work plays in maintaining their overall mental health and wellbeing.

## Benefits of psychological injury treatment

- Timely return to work
- Improved morale and collaboration
- Informed resumption of hours and duties
- Evidence based progress reviews

# Access Assist.



Access Psych recognises the importance of early intervention and support for injured workers with mental health concerns.

Via the Access Assist Service, we work with clients with primary and secondary psychological injuries, providing client-centred, goal-oriented treatment and psychological support.



## How does it work?

The Access Assist Service includes two weekly sessions with a scheme-approved mental health clinician, followed by a report highlighting barriers to return to work, return to goals and treatment recommendations.

A further six sessions are then completed on a fortnightly schedule followed by a scheme specific report or treatment plan.

Post the initial eight sessions, Access Psych can provide ongoing treatment at scheme rates, if deemed clinically appropriate.

## Additional insurer liaison

Access Psych clinicians can participate in scheduled case conferences to support a client's return to work.



## Who is it for?

The program is targeted at individuals who have sustained a mental health injury and require early access to treatment and return to work support.

## Benefits of Access Assist

### Empowering our clients

Access Assist aims to empower people to find solutions that will enable effective coping and improve their overall mental health and wellbeing.

- We identify ways to empower the injured person to better manage their symptoms
- Our clinicians use SMART goals to optimise the injured person's function and support return to work outcomes and participation in pre-injury activities
- We provide strategies for ongoing self-management of pain and general wellbeing, empowering the injured person to take control of their recovery

### Promoting collaboration

- Early communication and collaboration with key parties (general practitioner, other allied health practitioners, case managers, rehabilitation providers and insurers) supports the achievement of common goals

# Journey Ahead.

## A confidential mental health pathway tailored specifically for each client.

Journey Ahead is a confidential program that aims to improve a person's mental health awareness and understanding, and provide support strategies for those experiencing mental health concerns.

The program connects individuals with an Access Psych Registered Psychologist or Mental Health Social Worker to receive support to manage the signs and symptoms of mental health conditions, discuss possible treatment options, or seek a second opinion regarding an existing diagnosis. The aim is a tailored path forward for improved mental wellbeing.



### How does it work?

The Access Psych clinician will meet with the client via telehealth to discuss their concerns (approximately 60-90 minutes).

The clinician will then tailor an appropriate treatment plan and involve a Psychiatrist where required.

Once the report is completed, the clinician will arrange a telehealth appointment with the client to review the report content. The report will be released to the client for their ongoing reference.

With the client's consent, the clinician can also consult with their treating GP to help implement a treatment plan.



### The benefits

- Quick access to a Psychologist or Mental Health Social Worker for an assessment of mental health
- A diagnosis, treatment plan, and support for ongoing mental health care
- Recommendations for suitable and freely available resources to support and empower mental wellbeing self-management



# Mental Health File Review Service.

Supporting an injured individual who has sustained a psychological injury can be challenging. Access Psych's Mental Health File Review provides an independent opinion to help case managers make well informed decisions, provide effective support, and promote recovery and return to work.



## How does it work?

A scheme-approved mental health clinician will review an individual's file and provide a report to the case manager.

The service can include an optional phone discussion with the case manager to discuss the review and recommendations. This post-review discussion can support the case manager through decision making and assist with more informed and comprehensive support plans for the individual.

Please note:

- This service is to guide claims management activities only. It is not a legal independent review service.
- This service cannot be used if the individual is an existing Access Psych client.



## Who is it for?

This service is suitable for Case Managers who are supporting individuals with mental health injuries (in any Australian scheme) who may require guidance due to:

- Complex or unclear diagnosis
- Long term or indefinite unfit certification
- Capacity and/or return to work plans not progressing, despite treatment and rehabilitation interventions
- Treating psychologist not engaging with case manager
- Excessive psychology treatment requests
- Unclear psychology treatment goals and/or overall treatment direction

## What does the file review consider?

### The complexity of mental health issues

Providing insights into causes, symptoms and treatment recommendations that can assist the case manager with supporting the injured individual in their recovery and return to function.

### The appropriateness of treatment

Reviewing treatment mode, duration and frequency to ensure treatment goals are defined and achievable. Clinicians can also complete a case formulation review that can assist treatment and intervention strategies.

### Diagnostic accuracy

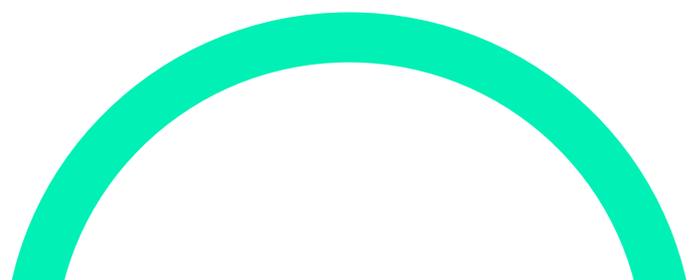
Providing support on diagnostic tools, as well as recommendations on whether the diagnosis needs to be reviewed. For complex presentations, a recommendation may be made to seek an independent medical examination or Psychiatric input.

### Factors that may be impacting return to work

Our clinicians have experience in providing workplace support post injury and can provide recommendations with respect to psychosocial factors contributing to a person's injury, such as work-related stress, interpersonal conflicts and trauma.

### Strategies to support treatment and wellbeing

Identifying potential barriers to progress and how to address these, including client engagement and discussion points for the case manager and treating clinician for collaborative decision making.



# Psychological Review Service.

Early intervention is important for mental health injuries, helping to prevent the escalation of symptoms and ensuring an individual receives timely coping strategies and appropriate treatment.

The Psychological Review Service is an early intervention program suitable for individuals who have sustained a mental health injury and require an early intervention diagnosis clarification and/or an early treatment plan.

It combines the expertise of a Psychologist and Psychiatrist in a seamless service with no wait times. The aim is an accurate diagnosis and a swift action plan for treatment and recovery from a mental health injury.



## How does it work?

The service includes an initial session with a Psychologist, followed by either a file review or an appointment with a Psychiatrist to confirm the diagnosis and treatment requirements.

One combined clinical report is then provided to the relevant parties with a clear diagnosis and treatment plan including goals for recovery.

If required and appropriate, a case conference can be arranged with relevant parties to discuss the service outcomes.

If required, ongoing psychosocial treatment is available from Access Psych, ensuring continuity of support for the individual.



## The process



Referral is made to Access Psych



Access Psych's Triage and Intake Team allocate the referral to an appropriate clinician



The client and clinician meet via telehealth to discuss the injury and its impact



Access Psych facilitates a referral to a Psychiatrist for a telehealth appointment to review the diagnosis and treatment pathway



A clinical report is compiled and an action plan developed, detailing the treatment plan and recovery recommendations



A copy of the report is provided to all parties and a case conference arranged if required and appropriate

# Psychosocial risk assessments.

It is recognised that psychosocial factors impact employee work performance. Both individual and organisational psychosocial risk factors can be identified and addressed to improve employee wellbeing, mental health, productivity and return to work and recovery following injury or illness.

Access Psych can support workplaces by working with senior management to conduct an evidence based psychosocial survey and to develop an intervention to address psychosocial risk factors.

This involves a comprehensive review of the role requirements, interviews and surveys of staff and leadership team and a subsequent detailed report.

The report identifies psychological risks, assesses the likelihood and level of potential harm for each risk, and provides control measure recommendations for the organisation. The report is compiled by our team of experienced mental health clinicians, providing a holistic review of overall risk, with practical and sustainable recommendations for the organisation.



# Psychological functional assessments.

These assessments consist of a clinical interview, review of referral documents and psychometric testing to assist in the case formulation of the workers' current capacity.

Conducted by an Access Psych mental health clinician, the focus of the assessment will include:

- Relevant background regarding the nature of the presenting problem
- Relevant psychosocial history
- Relevant past and current medical and psychiatric treatment
- Review of current functioning, including activities of daily living
- Mental State Examination
- Psychometric testing

- Prognosis, including evaluation of employment capacity and functioning
- Review of functional work capacity in the following domains:
  - Environment
  - Task complexity
  - Responsibility level
  - Cognitive functioning
- Interpersonal functioning

A detailed report is provided to the referrer outlining:

- Results of the assessment and clinical observations
- Comment on consistency of diagnosis, including signs and symptoms
- Capacity to perform specified tasks and recommendations on return to work options
- Treatment recommendations to improve capacity



# Autism and ADHD Assessments.

Access Psych offers comprehensive Autism and ADHD assessments for adults\*. These are typically offered via telehealth by appropriately qualified clinicians, and can also be provided face-to-face in certain locations.

Following the assessment, the client will receive a diagnostic report including recommendations for potential strategies and supports. For many people, receiving a diagnosis can enable self-compassion, validation and/or understanding by both self and others. It can also provide access to needed support, and development of strategies for managing daily challenges.

## What is the assessment process?

Initially, the client is offered a 30-minute intake session to answer any questions they have and determine if further assessment is right for them at this time. As part of this, clients are asked to provide detailed background information and screening questionnaires that the clinician will review prior to the session.

The assessment itself includes completing further questionnaires and participating in a diagnostic interview with the clinician. Where possible, we also try to gain information via questionnaire or interview from a person who knows the client well, so that we have information from the client's perspective and from that of another person.

The client is offered a feedback session to discuss their results, to aid understanding and interpretation of the written report, which is sent after the feedback session.

Please note: If a client is seeking an ADHD assessment to access ADHD medication, the assessment will need to involve a psychiatrist. If they are seeking documentation as part of an NDIS application, this requires an additional Functional Capacity Assessment. At the time of booking, Access Psych will advise all options available.

\*If seeking assessment for a young person (under 18 years) please contact us to discuss options.

## How much does it cost?

The cost of an assessment reflects the amount of time it takes for a clinician to complete a comprehensive assessment and prepare a detailed report. The price will be confirmed after the intake appointment. We aim to keep fees as low as possible.

Please note: Employee Assistance Services (EAP) and Compensation Schemes do not typically cover the cost of these assessments, nor are they eligible for Medicare rebate.



# Complementary capabilities.

## Workplace mediation

Access Psych workplace mediation services are designed to impartially address conflict and improve working relationships.

## Management coaching and support

Organisational leaders and frontline supervisors play an important role in promoting and maintaining workplace health, safety and wellbeing.

## Online bookings and referrals

24/7 bookings and referrals are available online at [accesspsych.com.au](https://accesspsych.com.au) – with our psychological, therapeutic and counselling services delivered during normal business hours Australia wide.

## Tailored reporting, analysis and insights

Access Psych can offer valuable insights to improve organisational culture and performance, reduce absenteeism and increase productivity.

## Account management

As part of our partnership approach to mental health and to assist with the management of referrals, we can appoint a dedicated Account Manager to your organisation. The Account Manager will be responsible for ensuring we deliver on performance, quality and customer satisfaction measures. They will also discuss opportunities for innovation as well as provide an escalation point if required.

## On or off site face-to-face clinical services

We can access clinics in all capital cities, as well as major regional centres, while also working with our clients from a variety of organisational settings where appropriate.

## Telehealth clinical services

Telehealth clinical services are available to any Access Psych client no matter their location – metro, regional, remote or marine.

## Certified and compliant management systems

Access Psych management systems are compliant with all relevant Federal, State and/or Territory legislative requirements, and our information security management systems are ISO27001 certified.

## Private appointments

Access Psych can provide individual (private) psychological support to anyone who is experiencing mental health issues and concerns.

# Bespoke promotional material and resources.

In addition to motivating people to engage Access Psych services, our promotional materials and resources can also strengthen culture and performance by demonstrating a genuine commitment to organisational health and wellbeing.

We can offer a selection of ready-made materials as well as bespoke, co-branded materials and resources.



## Web portal

Access Psych can build and customise web portals to meet any organisational requirement. As a sub-domain of [accesspsych.com.au](https://accesspsych.com.au) your team can access workplace mental health and wellbeing resources – 24/7, 365 days a year.

## Toolbox training

Access Psych can design and deliver Toolbox Training sessions to explain the nature and scope of our services to key organisational personnel usually frontline supervisors, team leaders and/or management.

## Promotional material

From eye-catching co-branded posters and flyers to high quality Access Psych branded collateral, we have a library of internal communication assets to help drive organisational awareness and engagement.

## Webinars

We conduct free monthly webinars on relevant mental health topics (for EAP customers only). Run by our team of mental health clinicians, these webinars explore topics such as sleep, nutrition, exercise and its impact on mental health, as well as tips for effective communication and dealing with conflict.

## Our services.

Access Psych provides mental health support to individuals, communities and workplaces across Australia. Services are delivered by our team of dedicated psychologists aiming to empower our clients with the tools to help them thrive and improve their overall mental health and wellbeing.

### Individual counselling.

Access Psych can provide individual psychological support to anyone who is experiencing personal or work-related concerns. Sessions are available for individuals or groups across Australia.

### Critical Incident Support (CIS).

Critical Incident Support offers employers and employees support following a workplace incident. Access Psych offers immediate, comprehensive CIS services to support workplaces Australia wide.

### Organisational training and wellbeing programs.

We can design and deliver tailored workplace training, mental health and wellbeing solutions to strengthen organisational culture and to help build more caring, productive and resilient teams.

### National reach.

Our psychological support services are available via telehealth appointments Australia wide, as well as face-to-face appointments from select clinics.

### Meet our team.

Head to [accesspsych.com.au](https://accesspsych.com.au) where you'll find the biographies and Provisional Psychologists.

## Supporting Mental Health in the Workplace

Skills to build a nurturing, empathetic and inclusive workplace

PRESENTED BY:  
[accesspsych.com](https://accesspsych.com)

Group activity

## Risks and Protective Factors



AccessPsych

## Prevalence of

Of Australians aged 16–85 from 2020 to 2022, an estimated:

**8.5 million** had experienced a mental disorder at some time in their life  
*43% of the population*

**4.3 million** had experienced a mental disorder in the previous 12 months  
*22% of the population*

The most common mental illnesses in Australia, in the 12 months prior to the study, were:

Anxiety disorders  
**3.4 million**  
*17% of the population*

Affective disorders  
**1.5 million**

Substance use disorders  
**650,000**

Ref: ABS 2023a

AccessPsych

### Your next appointment

Day and date	Time	Location
_____	_____	_____
_____	_____	_____
_____	_____	_____

To make or change a booking  
1800 644 327 | [info@accesspsych.com.au](mailto:info@accesspsych.com.au) | [accesspsych.com.au](https://accesspsych.com.au)

## Critical Incident Support (CIS).

Let's talk about it.

A critical incident can have profound and lasting effects on your psychological health and wellbeing if left unaddressed.

Access Psych is here to provide immediate psychological support services in the unlikely event that your workplace experiences a critical incident.

### Access Psych CIS services.

- An immediate, prompt and thorough response and action plan
- Ongoing counselling for impacted staff
- Professional support for workers involved in a serious incident
- Individual or group support
- Support and coaching for managers
- Resources for staff to support them to care for themselves and others during these times

Ultimately, our job is to provide the tools and resources you need to care for yourself and anyone else impacted by a critical incident.

### Benefits of CIS.

- ✔ Tools to deal with psychological workplace risks
- ✔ Structured response and recovery processes
- ✔ Reduced stress
- ✔ Improved resilience

Don't forget that Access Psych also provides free and confidential EAP services to support you through any difficulty you're facing. No matter how big or small, personal or professional, your mental health and wellbeing matters.

To make a booking call **1800 644 327** or book online at [accesspsych.com.au/employees-assistance-program](https://accesspsych.com.au/employees-assistance-program). Bookings can be made 24/7. EAP sessions are delivered during normal business hours.

[accesspsych.com.au](https://accesspsych.com.au)

## Meet our clinicians.

### Sam Zhong

Mental Health Social Worker



I'm a

Mental Health Social Worker.

My qualifications are  
Masters of Social Work  
Bachelor of Psychology

Location

Bundoora

Service reach

Bundoora & Surrounds

### Professional experience.

Sam is a Mental Health Social Worker skilled in mental health assessments, safety planning, suicide prevention and psychotherapy, with experience in rural public mental health and working with both adults and children.

Sam's therapeutic approaches involve Cognitive Behaviour Therapy (CBT), Dialectical Behaviour Therapy (DBT), Acceptance & Commitment Therapy (ACT), and Emotion Focused Therapy (EFT). Sam utilises a creative, person-centred, non-judgmental, accepting and authentic therapeutic style.

Sam's clinical interests extend to children, adolescents, adults and families, as well as rural or regional and LGBTQIA+ persons, and include mental health concerns such as anxiety, depression, self-worth issues, anger management, personality disorders, and Autism Spectrum Disorder (ASD).

Fluent in English and Mandarin, Sam is capable of offering culturally sensitive counselling services.

### What Sam loves about working in mental health.

"I cherish the **a-ha** moments that illuminate the path to mental wellbeing and which inspire personal growth."

### Interests.

- Thrifting
- Music
- Hiking
- Keeping fit and physically active

### How to contact me

Phone: 1800 644 327

Email: [info@accesspsych.com.au](mailto:info@accesspsych.com.au)

AccessPsych

## Welcome to our webinar.

AccessPsych



AccessPsych 

1800 644 327

[info@accesspsych.com.au](mailto:info@accesspsych.com.au)

**[accesspsych.com.au](https://www.accesspsych.com.au)**