



# Mental Health and Psychological Health and Safety Services

Aon supports workplaces to promote mental health and wellbeing and reduce the stigma associated with mental illness and to assist with the management of psychological health and safety hazards and risks.

Aon seeks to provide organisations and employees with the confidence, skills, strategies and tools to help ensure mental health is managed well and employees feel supported.

The duty of employers under the model Work Health and Safety (WHS) laws apply to psychological health, too. People are an organisation's most important asset, and employers must do what they can to reduce the psychological risks to workers and others at the workplace.

**AON**

## Aon's Mental Health & Psychological Health & Safety Services

Aon proudly offers a structured approach to the management of mental health and psychological health and safety risks. Our services include:

### Psychosocial Risk Profiling Workshops

Aon's psychosocial risk profiling is delivered by an assessment phase that includes both quantitative and qualitative analysis conducted with world renowned Guarding Minds<sup>®</sup>. Risk profiling workshops are held in the planning phase to gain a clear understanding of the business's structure and work systems, as well as the psychosocial hazards, attitudes and beliefs that are held by employees and managers. The workshops are designed to

- Educate and empower internal key stakeholders
- Identify hazards, and understand and quantify associated risks
- Promote and consult on a succinct psychosocial risk profile of the business
- Develop the basis for a strategic risk management and action plan

### Mental Health and Psychological Programs and Strategies

As the drivers of workplace culture, senior leaders should be active participants in creating a mentally healthy workplace. Leaders need to ensure that staff mental health and wellbeing is a strategic priority and a day-to-day focus for their organisation. In this context, Aon works with organisations to develop tailored mental health and wellbeing strategies that consider not only general mental health but also organisation-specific psychological risks.

Aon utilises an integrated approach to mental health associated with the promotion of mental health, and protection which considers key psychological health and safety risks and support.

### Mental Health First Aid (MHFA) Face to Face or Blended Online Program

MHFA is the help provided to a person who is developing a mental health problem, or who is in a mental health crisis (for example if the person is suicidal or has had a traumatic experience). Like physical first aid, mental health first aid is given until the person receives professional help or until the crisis is resolved. MHFA strategies are taught in evidence-based online and face-to-face training courses authorised by MHFA Australia delivered by trained Aon facilitators.

### Healthy Minds at Work Training

Aon's Healthy Minds at Work courses are delivered in a workshop style environment. The program covers a range of health and wellness topics including:

- How to identify early warning signs of common mental illnesses
- Accessing internal support at your organisation
- How to offer and provide initial help and support to others
- How to manage a difficult conversation
- Steps to take in de-escalating an aggressive person
- Building resilience.



### WeCARE – Mental Health Program

The WeCARE web-based program developed by Factor C is designed to help participants identify the signs of distress and guide people to the help they need. The framework was created when Graeme Cowan surveyed more than 4000 people who lived with depression and what worked best for their recovery. The program enables organisations to execute a full scalable mental health on-line program supported by blended resources including training, posters and wallet cards that can be tailored to the needs of your organisation as needed.



### LifeWorks Employee Assistance Program (EAP) partnership

Aon has partnered with LifeWorks by Morneau Shepell. LifeWorks is dedicated to enabling healthier, happier, more productive employees. Bringing together an award-winning EAP and clinical support to help employees through everyday issues and concerns about family, health, life, money and work. LifeWorks brings more than 50 years as a market-leading employee assistance program supporting employees 24/7 with counselling, work-life service and critical incident support. They also leverage a great user experience and mobile-first platform which gives employees a set of powerful wellbeing tools that they access anytime and from anywhere, encouraging them to make small daily improvements.

### Leveraging Employee Benefits programs

To assist you in delivering a successful benefits platform that drives engagement and wellbeing, our approach is to leverage world class broking, dedicated expertise across benefit lines and to bring a fresh set of eyes to help ensure programs are fit for purpose. Are your benefits attracting and retaining key talent or are they simply entitlements that employees do not value? What is your signature benefit and are you known for this in your market?

Our ultimate goal is to assist you in delivering sustained employee engagement and delivering improved employee wellbeing with the placement of the right partners to be your insured benefits providers.

### Mental Health Navigator by Best Doctors

A barrier for employees to managing their depression, anxiety and stress effectively can be receiving an accurate diagnosis of their condition. An accurate diagnosis is crucial for individuals to have an optimal treatment plan and in turn achieving better medical and return to health and work outcomes. Aon has formed a strategic partnership with Best Doctors, a virtual healthcare provider and part of Teladoc Health, to give our clients and their employees access to the Best Doctors Mental Health Navigator tool.

The Mental Health Navigator by Best Doctors provides Aon clients, their employees and family members with access to the following virtual healthcare services from Best Doctors:

- Second medical opinion for any physical medical condition by a world leading expert for their specific condition
- Find an Expert which helps locate a suitable expert for your condition in your local area
- GP online - Ask a quick question of our panel of highly experienced Australian GPs and receive either a call back or a written response



## Contact us

---

### Mario Machado

National Practice Leader - Work Health & Safety

t: +61 3 9211 3240 | m: +61 498 006 839

mario.machado@aon.com

[www.aon.com.au/mentalhealth](http://www.aon.com.au/mentalhealth)

©2020 Aon Risk Services Australia Limited ABN 17 000 434 720 AFSL No. 241141

The information provided in this document is current as at the date of publication and subject to any qualifications expressed. While Aon has taken care in the production of this document and the information contained in it has been obtained from sources that Aon reasonably believes to be reliable, it does not make any representation as to the accuracy of information received from third parties or in respect of any views expressed by Aon which relate to decisions of third parties (such as insurers). This information is intended to provide general insurance related information only. It is not intended to be comprehensive and it must not (under any circumstances) be construed as constituting legal advice in whole or in part. You should seek independent legal or other professional advice before acting or relying on any of the content of this information. Before deciding whether a particular product is right for you, please consider the relevant Product Disclosure Statement and policy terms and conditions or contact us to speak to an adviser. Aon will not be responsible for any loss, damage, cost or expense you or anyone else incurs in reliance on or use of any information contained in this document.

BBPR0019 0620

**AON**