

“but does not happiness come from the soul within?”

honore de balzac

IPS WORLDWIDE

PROFILE

IPS Worldwide is a human resource, risk management and health services company providing high quality human capital solutions to leading organisations. IPS Worldwide is committed to pushing the envelope by leading development and innovation in tailored workplace programs that assist organisations better manage their human resources, improve the productivity of their employees and their experience of the workplace.



WHO WE ARE

Founded in 1983, IPS Worldwide identified a growing need in the business environment - a need that gave greater recognition to the value of people, an organisation's primary capital investment. Organisations grew to understand the inextricable link between commercial success and the wellbeing of their employees, both physical and psychological.

IPS Worldwide soon became one of the world's leading providers of Employee Assistance Programs designed to effectively deliver services that address issues

“Balance between work and family poses an ever increasing challenge as we are faced with the barrage of modern communication; telephone, internet, email, mobile phones. The immediacy and volume of information from a wide range of sources can easily upset the balance and have an impact on all areas of our lives.”

ROBIN SMITH
CEO AND MANAGING DIRECTOR



faced by employees. The model IPS Worldwide has developed, is now recognised throughout the world as an industry standard in the workplace. In 1998 IPS gained ISO9000 quality certification and continues to be driven by its commitment to World Best Practice.

Today IPS Worldwide has hundreds of offices in many countries around the world. We currently work with over 700 organisations across the full spectrum of business and government. Our clients are varied in size from large multi-nationals to small business, as well as government and professional organisations.

IPS Worldwide is a recognised and awarded market leader in Human Resource and Management Consultancy.

THE TEAM

Multi-disciplinary and highly skilled in workplace intervention, the IPS Worldwide Team offer a broad range of psychological and human resource services. Comprising psychologists, behavioural scientists, researchers, trainers, educators, mediators and HR experts, our policy is to design our programs to meet the specific needs of four important groups:

- The Client Company
- Their Employees
- Their Management Team
- Immediate Family Members



WHAT WE DO

Employee Assistance Programs

Occupational Analysis

Research & Evaluation

Mediation & Conflict Resolution

OH&S Consulting

Alcohol & Other Drug Services

Employee Relations & Industrial Relations

HRM Consulting

Management Training Analysis

Team Building

Trauma Management Services

Recruitment Services

Experiential Recruitment Workshops

Outplacement Services

Video Production

Adult Educational Courses

Partnering Pre-Mediation

Conferences and Workshops

Psychological Assessment

Technology & Communication

ACCREDITATION

IPS Worldwide is a member of the Employee Assistance Association (EAPA) both nationally and internationally. We have achieved ISO 9000 accreditation since 1998.



ISO9002 LIC 11010
Standards Australia



PRODUCTS AND SERVICES

IPS Worldwide offers a number of in-house and public training courses, experiential recruiting, management consulting and conferences. We have focused our efforts on employee assistance programs and critical incident stress management programs as our core business for 20 years. In these areas we are the perceived leader in Australia, and increasingly Asia and the rest of the world. The clinical model that IPS Worldwide employs relies on a solid clinical practice using professional psychologists especially trained and oriented toward short-term cognitive therapy within a workplace related context.

Issues covered within the scope of our services:

Work

Problems with Performance
Relationship between Co-workers
Managing Conflicts
Coaching
Adjusting to Change
Career Transitioning
Handling Work Stress
Making Career Choices
Dealing with Traumatic Events

Personal

Anxiety or Depression
Stress Management
Grief and Loss
Midlife Issues
Emotional or Physical Abuse
Low Self-Esteem

Family

Work-Life Balance
Concerns about Children
Relationship Issues
Financial or Legal Issues
Substance Abuse (incl. Tobacco)
Domestic Violence

THE EAP AND WHAT IT DELIVERS

The Employee Assistance Program (EAP) is a core competency of IPS Worldwide. Our client organisations make available to their employees and their immediate family the professional services which comprise an EAP. Individuals can access expert face-to-face assistance "off-site", in our offices during work hours or via telephone 24/7. In some cases employees will be referred to other specialists.

The strategic benefits of the EAP in relation to Human Resource Risk Management and Health Services essentially amount to developing:

- An ability to anticipate change,
- A resilience to cope with the pace and complexity of change,
- A capability to generate innovative and alternative solutions to take advantage of opportunities and meet the changing market conditions.

On the short-term operational side this translates to higher efficiency, productivity and quality, as well as lower turnover of valuable workers.

IPS Worldwide programs answer the needs of organisations on three levels:

1. They offer protection against the downside of HR associated risks.
2. They form part of a Company's overall policy-driven approach to Human Resource Management.
3. They enable companies to fulfil a broad employee focused strategy of achieving high status as an "employer of choice".



"Human Resources Risk Management and Health Services for many companies is no longer considered a choice, it is a basic necessity for companies to survive, to cope with change, and to build strategic advantages. The question is not whether to adopt programs like EAP and Work-Life, but how."

BOB SMITH
DIRECTOR OF PROFESSIONAL SERVICES

RESEARCH AND DEVELOPMENT

IPS Worldwide is dedicated to continuous improvement in the field of Psychological Services. This approach spans clinical areas, account management, data analysis and design, technology infrastructure, telecommunications and even financial models developed to demonstrate return on investment to clients.

A major factor in the control of quality assurance is the regular provision of detailed demographic statistical information. IPS Worldwide provides regular statistical reports on the usage of the EAP. The complexity and sophistication of this research are second to none and we pride ourselves on the reporting we deliver to our clients.

This process of continuous improvement is embedded in our commitment to quality and forms part of our platform for accreditation.

TRAINING

IPS provides cost-effective and comprehensive training programs to a wide range of organisations. We conduct these programs either at our training rooms or at clients' premises and on-line. Training services are currently being provided to hundreds of companies across the full spectrum of industry, business and government. In the past ten years, over 100,000 people have attended our training courses. Our trainers are some of the best in the field; with excellent qualifications, years of experience and professional skills.



DRUGS & GAMBLING

Alcohol and other drug problems in the workplace are very complex issues. They cannot be dealt with by simplistic measures or one-off programs. What is required is a fully integrated approach to this problem. In return the employer will find that they will have a healthier and safer workforce.

IPS Worldwide has been providing services dealing with alcohol, other drugs and gambling problems to workplaces for over 20 years, and has implemented corporate-wide initiatives such as Work-Life and EAP.

IPS Worldwide provides a wide range of health promotion services including quit smoking programs.

THE IPS TRAUMA MANGEMENT SERVICES (TMS)

All workplaces face the spectre of a major traumatic incident occurring - one which threatens the wellbeing of individuals, groups of employees, even the entire workplace. Major accidents, explosions, fires, hold-ups, violence and increasingly, terrorism, can seriously impact on the immediate operation of an organisation and indeed, potentially its long term viability.

Many organisations have disaster recovery plans but frequently these neglect the human element. They assume that employees, despite the distress



occasioned by a critical event, will be able to fulfil their designated roles - the fact is they are often so debilitated by their involvement in the incident that they simply cannot perform. In such circumstances, they need clinical assistance and support - quickly!

IPS Worldwide has designed a multi-levelled Trauma Management System which integrates the development of policies and procedures which detail how to deal with disasters and recover from them. More concretely this involves assistance with planning, training of key personnel, education of the broader workforce and appropriate, timely on-site interventions. These services are provided by consultants and clinically trained staff familiar with trauma mangement and the treatment of post trauma distress.

“When I was involved in trying to manage this terrible situation I realised that my employees and myself personally were experiencing emotional reactions completely outside our previous experience. The professional guidance and support from IPS Worldwide was crucial in our successful recovery after this event.”

IPS psychologists use a range of eclectic interventions with individuals, work teams, managers and families. These are designed to assist them to gain an understanding of the impact of the traumatic stress reaction on themselves and those around them, normalise the symptoms they may be experiencing and to learn strategies for working through the trauma recovery cycle as quickly and painlessly as possible. The IPS Worldwide perspective is to lessen the impact on individuals and collectively assists the organisation to effectively manage the incident and return to normal operations as quickly as possible.

“Properly managing the effects of a traumatic incident on your employees is not just a nice thing to do. It is a duty of care, obligation and simply good management.”

BRUCE PARRY
MARKETING DIRECTOR,
TRAUMA SERVICES DIRECTOR



More broadly, IPS Worldwide has a team of experienced trauma management specialists who can consult with management, advise individual managers on productive strategies for their work teams and provide highly professional individual and group trauma counselling. Very importantly, IPS Worldwide is concerned with follow-up and future monitoring of the ongoing health of the workforce.

These services are fully integrated with the Employee Assistance Program and provide a seamless transition from corporate intervention to individual support and monitoring.

IPS has assisted organisations all over the world to manage many potentially damaging situations. We will use our collective experience and expertise to ensure you fulfil your duty of care obligations and minimise your risk.

The IPS Trauma Management Service - helping you through the worst times.

AN INTERNATIONAL PERSPECTIVE

With services spanning over 50 countries, IPS Worldwide has the infrastructure to deliver immediate and comprehensive support within an expansive international arena. Our globally centralised database allows IPS Worldwide to provide an international perspective on program useage and highlight trends in continents, regions or individual countries.

This allows an organisation to identify problem 'hot spots' and manage them effectively and quickly.



“ IPS Worldwide is one of the largest EAP providers in the world, and we follow international business standards and practises in all we do. Our Corporate Social Responsibility Program is a priority...”

VIVIEN WOLFF
COMMERCIAL DIRECTOR

- Local and expatriate counsellors available
- Counsellors are the highest qualified and most experienced available
- International free-phone numbers
- A clear understanding of local and cultural issues
- Locally produced promotional material
- A full range of services available across the network
- Toll-free in all locations
- Newsletters in nine languages
- On-line briefings from management to employees in nine languages
- Extranets / intranets in nine languages

CORPORATE SOCIAL RESPONSIBILITY

IPS Worldwide operates with Corporate Social Responsibility (CSR) - believing it to be the way of the future for business and the environment. IPS supports Jeans for Genes day, buys charity Christmas cards and sponsors several community organisations. We do this to improve our Triple Bottom Line and our business also assists client organisations with their Triple Bottom Line, ie: Enhancing Profit, Business Performance and Community Benefits.

IPS Worldwide

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INTERNATIONAL NETWORK

Argentina	Finland	Macau	Scotland
Australia	France	Malaysia	Singapore
Austria	Germany	Mexico	South Africa
Belgium	Greece	Netherlands	South Korea
Brazil	Hawaii	New Zealand	Spain
Bulgaria	Hong Kong	Norway	Sweden
Chile	Hungary	Papua New Guinea	Switzerland
China (PRC)	India	Peru	Taiwan
Colombia	Indonesia	Philippines	Thailand
Costa Rica	Ireland	Poland	Turkey
Croatia	Israel	Portugal	United Arab Emirates
Czech Republic	Italy	Puerto Rico	United States of America
Denmark	Japan	Romania	Venezuela
England	Lebanon	Russian Federation	Vietnam
Egypt	Luxembourg	Saudi Arabia	Wales

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