



acacia EAP  
employee assistance program

# Business Profile



every connection matters™

# Who is Acacia?

## A message from our CEO



**Rebecca Weiss**

Acacia CEO & Registered Psychologist of 20+ Years

Acacia delivers innovative mental health and wellbeing programs and services to organisations ranging in size from two to 60,000 individuals, across Australia, New Zealand, and internationally. We believe 'Every Connection Matters', a brand promise that informs everything we do.

At Acacia, we understand that each organisation is different. This is why we design bespoke, proactive, and preventive programs and services. Our Workplace Wellbeing Consultants, in collaboration with our Clinical Managers (Psychologists), partner with you to ensure the implementation of services are data led and insight driven. We have a strong focus on ensuring the services we deliver achieve the desired outcomes and goals, providing you with metrics and quality measures for all services.

Our strong partnership model and collaborative approach has resulted in long standing relationships with our customers. Acacia's portfolio includes organisations that are diverse in size, industry, and geographical dispersement. In partnership with our global provider, Acacia's international reach ensures consistent, high-quality, local services are available to your employees, regardless of their location.

**We work tirelessly to deliver tailored wellbeing programs that support your people to thrive.**

## Acacia EAP in numbers

**1,000,000+**  
individuals supported

**95** countries covered

**98%**  
customer retention rate

**12** years in operation

# Missions & Values

## Our mission is simple:

To give each client an experience that exceeds expectations in service, quality, and outcomes to make a real difference in people's lives.

The symbolism of our name and logo supports our mission. The acacia tree is known as the 'perfect' tree, symbolising the revival of life; highly drought resilient, acacia trees provide shelter in the most remote locations. They enrich their surroundings by fertilising the ground with leaf litter and blooming spectacular yellow flowers, which represent optimism, enlightenment, and happiness.

Our brand promise is 'Every Connection Matters', a promise that underpins how we conduct business every day – both externally with our customers and clients, and internally in our business operations.

**Our mission is to exceed expectations in service, quality, and outcomes.**



## We are genuine & caring

We are passionate about making a positive difference in the lives of those we support.



## We collaborate & work together

We learn from each other and encourage collaboration as we build lasting connections and partnerships.



## We deliver on our promise

We go above and beyond to deliver high-quality, evidence-based services to achieve effective outcomes.



## We look to the future

We are driven and curious, continuously looking beyond today to adapt, innovate and grow.

# Our Services

Acacia's range of mental health and wellbeing services support organisations to create mentally healthy workplaces by improving the overall emotional, mental, and psychological health and wellbeing of employees. These services are designed to support all individuals, regardless of where they sit on the mental health continuum.

An individual's mental state can range, starting at positive, healthy functioning where they are thriving. This can shift through to states of surviving or struggling, or beyond this to a state of crisis, where severe symptoms of mental health conditions are present. Acacia has developed our services to ensure we have programs and services to support the injured or ill, as well as support for those who are healthy, to maintain their mental fitness in order to thrive.

Acacia's three-pillar framework of promote, protect, and support, aligns with the mental health continuum model. The first pillar, promote, looks at promoting positive mental health, with the goal of combating stigma, increasing understanding, and improving mental health literacy. Protect supports those who's role in the workplace exposes them to risks that may impact their mental and psychological health. The final pillar, support, aims to assist those who are facing psychological distress, injury, or mental health conditions.

Our services are grounded in strong clinical governance, giving our customers confidence in partnering with Acacia to deliver services at individual, leader, and organisational levels.

**We design bespoke, proactive, and preventive support options.**

## For Individuals

- ◊ Confidential Counselling
- ◊ Financial Coaching
- ◊ Legal Referral
- ◊ Nutritional Support

## For Leaders

- ◊ Critical Incident Support
- ◊ Manager Check-In
- ◊ Manager Referral
- ◊ Manager Support

## For Organisations

- ◊ Activate Program
- ◊ Career Transition
- ◊ EAP@Work™
- ◊ Executive Coaching
- ◊ Exit Interviews
- ◊ Flu Vaccines
- ◊ Mood & Passion Check Survey
- ◊ Peer Support Program
- ◊ Professional Supervision
- ◊ Psychological Fitness For Work
- ◊ Psychological Wellbeing Checks
- ◊ Psychometric Testing
- ◊ Supportive Transitions
- ◊ Whistleblowing Service
- ◊ Workplace Mediations
- ◊ Workshops

# Live Interactive Dashboard


Access to and understanding your employee data is paramount to establishing an informed and effective mental health and wellbeing strategy. Acacia's Live Interactive Dashboard reporting empowers business leaders with instant access to EAP data, providing trends and insights into the 'who, why, where and when' individuals are accessing at a broad statistical level, as well as the prominent concerns and psychosocial hazards. With a personal login to the dashboard, key stakeholders can access information on demand.

Ensuring the privacy and anonymity of employees is paramount. Data is presented in such a way that key themes and correlating factors can be understood, without identifying people at an individual level. This view gives an organisation aggregated data trends across employee cohorts, which can support and inform mental health and wellbeing initiatives.

While traditional reporting is a mainstay of any EAP Provider, Acacia provides market leading complementary access to much more than just quarterly numbers on a page. Our Live Interactive Dashboard reporting is a crucial tool in early detection of psychosocial hazards, giving you an opportunity to understand and react to risks before they escalate.



**Real-time data**



**Self-service dashboard**



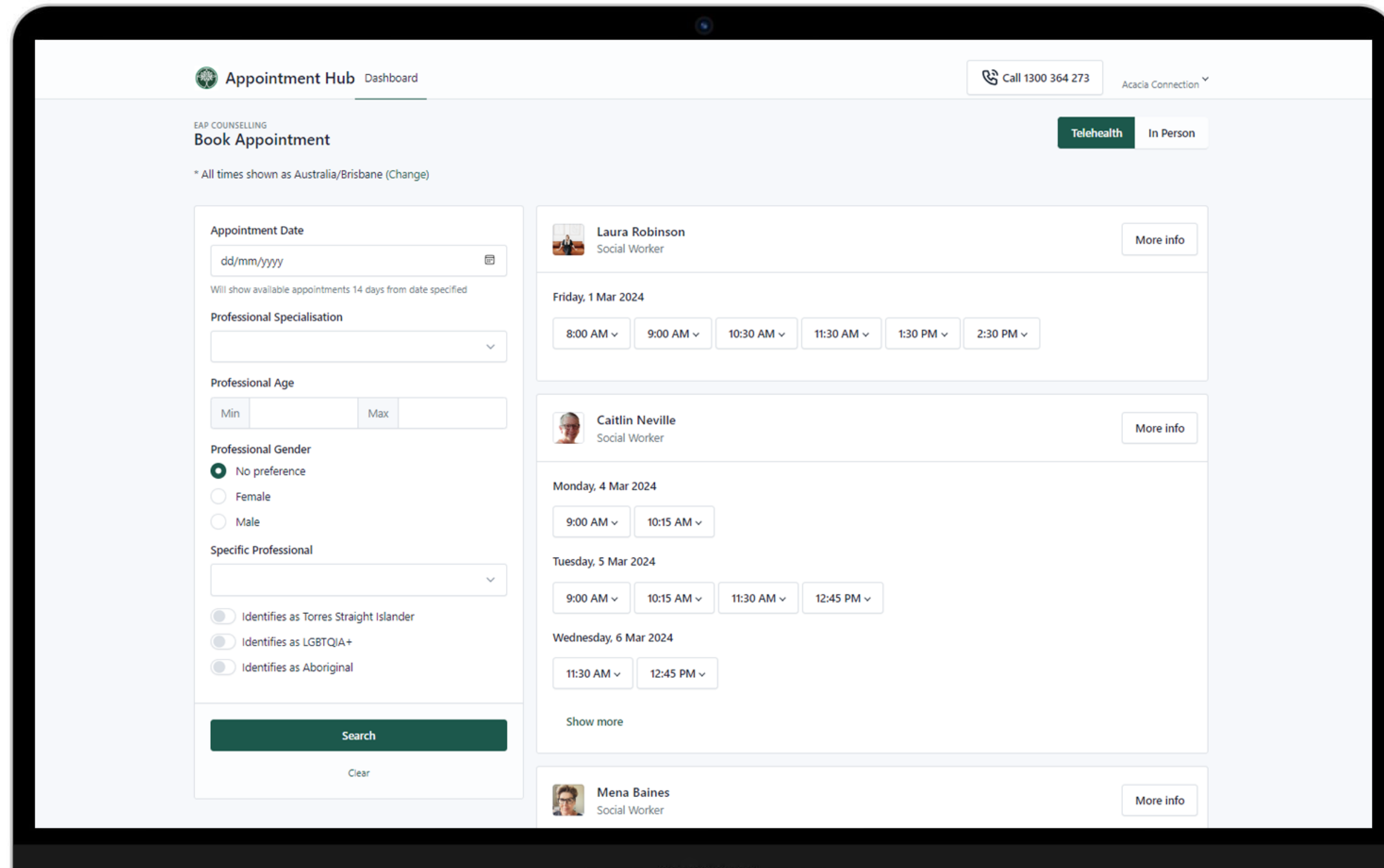
**Hazard identification**



**In-depth insights**



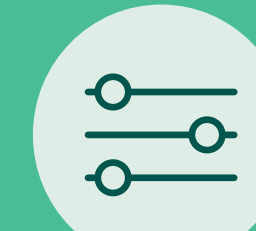
# Appointment Hub



With mobile and web access, Acacia's Appointment Hub gives individuals the ability to book and manage both face-to-face and virtual appointments across our counselling, dietary, financial, and legal services. We designed the online booking tool specifically to replicate the human experience that a client would receive when utilising one of our more traditional intake methods. This means clients have access to a wide variety of professional filtering capabilities, including specialisations, age, gender, and identity, ensuring the best fit for them. To encourage comfort, the name, picture, and expertise of every clinician is shown, before selecting the suitable date and time for their appointment. Appointment Hub also provides individuals with an overview of their service entitlements, and allows for clients to self-manage any rescheduling and cancellations.




**Counselling & holistic appointments**



**Extensive filtering capabilities**



**Face-to-face & telehealth**



**Access anywhere, anytime**

**Appointment Hub gives your people full control over their bookings.**

# Our Account Management

True partnership is central to an effective mental health and wellbeing program, and our Workplace Wellbeing Consultants (WWC) are central in fostering a collaborative relationship between your business and Acacia.

Our account management model is set-apart through the industry aligned, data led WWCs that are our customer's dedicated point of contact. Managing a portfolio of similar businesses to you means your WWC has a deep and comprehensive understanding of what your people need and the most effective communication strategies to facilitate accessibility.

Armed with in-depth analytics from across your industry, Acacia's WWCs adopt a insight driven partnership approach. This perfectly places them to share case studies on successful programs implemented within your industry, and make recommendations for additional services and productive delivery methods for your employees and their families.

As your workplace mental health advisor, your WWC is motivated to maintain your mental health and wellbeing strategy, ensuring it meets the desired outcomes. They share progress toward predetermined goals and maintain transparency across key performance indicators of initiatives.

**A dedicated Workplace Wellbeing Consultant will ensure maximum program value.**



## Industry aligned account management

Managing a portfolio of organisations in your industry, your WWC has a deep understanding of challenges and opportunities you and your people may come up against.



## Data led, quantitative approach

With access to state of the art trends and insight reporting, your WWC pulls back the curtain on what is really happening with your people and provides valuable benchmarking data against industry peers.



## Outcome focused

At Acacia, we practice what we preach and commit to what we say. Central to this is our constant gauging of current performance and the sharing of quality results to provide maximum transparency.



## Workplace mental health partner

Acacia's WWCs are passionate mental health advisors, who support you in accessing Acacia's range of products and services, guaranteeing return on investment in any initiative undertaken.

# Local & Global Network

Acacia is an wholly owned and operated Australian mental health and wellbeing provider. While many of our customers do have their Head Office in Australia, we also believe that where your people work should not impact their accessibility to world-class mental health and wellbeing services.

Acacia, in partnership with Lyra Health, provide on the ground support in 95 countries across the globe. Each country we support has local, native speaking EAP Professionals available to provide real-time support, both in-person and virtually.

Messaging around accessing support, including awareness sessions, posters, brochures, and online portal access is also provided in local languages, removing any obstacles that language barriers may otherwise create.

Our support of international employees is treated with the same importance and quality assurances as those in Australia and New Zealand, guaranteeing equity and consistency across all touch points around the globe.



**Local support available in 95 countries.**

*Global Services delivered by our trusted partner Lyra Health*





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