

# BilaEmpower Stepped Support Model

Employee wellbeing needs exist on a spectrum ranging from early workplace stress to more complex mental health concerns. To respond effectively, BilaEmpower operates a Stepped Support Model that aligns employee needs with appropriate levels of support.

The model enables:

1

## Early Preventative Support

Timely access to support when challenges first emerge

2

## Structured Short-Term Therapeutic Care

Deeper engagement for sustained or moderate challenges

3

## Escalation to Specialist Services

Referral pathways for complex or high-risk presentations

- ☐ This ensures employees receive **timely, appropriate and safe care**, while maintaining clear clinical boundaries within the EAP model.

# The Three-Step Support Model

1

## Early Wellbeing Support

Many employees access EAP services for early support when challenges first emerge. This may include situations such as:

- Workplace stress or pressure
- Adjusting to organisational change
- Interpersonal conflict at work
- Work–life balance challenges
- Mild anxiety or low mood
- Communication or relationship difficulties

Support at this stage focuses on strengthening coping strategies, providing a safe space for reflection and identifying practical ways to improve wellbeing. Sessions may include counselling, reflective conversation, psychoeducation or strengths-focused discussion depending on the employee's needs.

2

## Therapeutic Intervention

Where employees are experiencing more sustained challenges, a deeper therapeutic engagement may be appropriate. Focus: structured short-term therapeutic support. Examples may include:

- Ongoing stress or burnout
- Moderate anxiety or depression
- Grief and loss
- Family or relationship pressures
- Past trauma impacting current wellbeing
- Workplace bullying or organisational conflict

In these situations, clinicians provide structured therapeutic support within the session limits agreed under the EAP contract. Practitioners draw upon their professional training and experience to support the employee using approaches that best meet the person's needs.

3

## Complex or Specialist Care

Occasionally employees present with more complex needs requiring specialised mental health care or longer-term intervention. Examples may include:

- Significant mental health concerns requiring specialised treatment
- Acute risk concerns
- Psychiatric conditions requiring medical oversight
- Complex trauma requiring long-term therapy

Where this occurs, BilaEmpower clinicians work with the employee to identify appropriate next steps. This may include referral to specialised services such as clinical psychology, psychiatry, community mental health supports or other relevant care providers. The goal is to ensure employees receive the right level of support while maintaining continuity and safety.

☐ All three steps are delivered by **First Nations counsellors, psychotherapists, psychologists, and social workers.**