



## THE UMBRELLA CLINIC

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*Umbrella’s expertise is in strengthening physical, mental and emotional wellbeing in workplaces. Helping people and organisations thrive is our passion. Through our “Umbrella Clinic”, we provide 1:1 psychological services to employees of our partner organisations, working together to achieve our clients’ wellbeing goals.*

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We understand the challenges of demanding and fast-paced organisational environments and the importance of ensuring employees are healthy, productive and safe at work.

We provide psychological services at an Umbrella Clinic in Auckland and in Wellington, and from satellite clinics across New Zealand and Australia on request.

### OUR TEAM

The Umbrella Clinic team members are all registered clinical psychologists with extensive experience providing 1:1 support for individuals working across both the public and private sectors.

Clinical psychologists are highly skilled in engaging and building rapport with people and are trained to use best-practice interventions to help people make effective changes in their lives. Our clinicians each have their own areas of expertise. You can read more information about our psychologists by visiting the [Who we are](#) page on Umbrella’s website.

It is an Umbrella requirement that our team participate in ongoing, regular professional development so that we maintain a high standard of excellence in our practice.

Because we are committed to excellence, our team members:

- participate in ongoing education and training
- regularly have their work peer-reviewed
- monitor and take care of their own wellbeing
- use evidence-based assessment and treatment tools
- work to the New Zealand Code of Ethics for Psychologists.

### UMBRELLA CLINIC SERVICES

All psychological services are tailored to the needs of your employees and organisation. The Terms of Reference for each individual engagement articulate the nature and extent of that engagement, providing all parties with clarity about the piece of work and ensuring that evidence-based solutions are tailored to fit the specific situation.

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*“There is extensive evidence demonstrating that psychotherapy can be an efficacious and effective health care service for a wide range of commonly experienced mental health and health conditions.”*

Canadian Psychological Association, 2013

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### Umbrella Clinic services include:

Psychological support – This is provided to employees dealing with a specific issue (such as a relationship difficulty), through to those experiencing burnout, anxiety or depression. Prior to developing a support plan, a brief assessment is conducted by the treating psychologist.



This assessment ensures that the client and psychologist both understand the nature of the problem, the factors contributing to the problem and agree on how to proceed. If the psychologist believes that the conditions agreed in the Terms of Reference are inappropriate at the end of this assessment phase, they will alert the organisation's representative and agree how to proceed.

**Coaching** – For professional or personal development (or both). For example:

- improving management and leadership effectiveness
- for high-performing individuals who have isolated areas of difficulty
- to move individuals to the “next level” in their work performance
- increasing engagement and satisfaction at work.

**Consultation** – Our psychologists consult to managers, senior teams and HR specialists about:

- management of mental health in team members
- maintaining psychologically healthy workplaces
- risk assessments and risk management (where mental health issues are involved)
- managing staff with quirky personalities.

Consultation services can be provided individually or in a group setting. We are also able to provide regular consultation clinics where an Umbrella psychologist is on site to consult with managers on a routine basis (for example, monthly). This is a cost-effective option for multiple staff and managers to access specialised psychological input and be directed to ongoing support as needed.

**Professional supervision** – To aid with professional development, identifying barriers to wellbeing (for example, perfectionist standards), prevent burnout and help people operating in challenging roles.

**Psychological assessments** – These are formal assessments of an employee conducted at the request of the organisation. Typically, these assessments are obtained in the context of formal employment processes, with the goal of understanding the causes of a particular problem, risks to the individual and the organisation, and recommendations as to what might assist.

#### ACCESSING THE UMBRELLA CLINIC

If your organisation is new to the Umbrella Clinic, please email Rebecca ( office@umbrella.org.nz ), or call her on 0800 643 000. She will talk you through the clinic's

Terms and Conditions, and set you up with the appropriate paperwork.

If your organisation already has a contract in place with the Umbrella Clinic, all you need to do is send through a completed Terms of Reference document to Rebecca on the above details. We will then assign the best psychologist to suit your needs.

All referral conversations are held in confidence.

#### TERMS AND CONDITIONS

There are two contracts that cover the work that the Umbrella Clinic provides:

- The Employee Psychological Services contract which covers coaching and general psychological support. The majority of our clinic referrals are covered by this contract.
- The formal Third Party Psychological Assessments, in which employees provide consent for full psychological assessments and reports to be conducted on behalf of the organisation.

These contracts cover all referrals made by your organisation.

We strongly recommend completing the contracting paperwork now. There is no cost or obligation to use these services after contracting with the Umbrella Clinic. However, if this paperwork is not completed prior to wanting to access Umbrella's psychological services, there can be a delay to our psychologists being able to commence service provision.

**WHY INVEST IN YOUR EMPLOYEES?**

There is a robust business case for employers investing in employee wellbeing and mental health. A strong body of scientific research has demonstrated that individual wellbeing, and a culture of workplace wellbeing, link to important organisational outcomes, such as improved productivity and employee retention. Some studies have also demonstrated a direct benefit to the bottom line from investing in employee wellbeing.

For New Zealand employers, it's also important to remember that ensuring employees are functioning at their optimal level of physical and mental health is now a duty of care under our Health and Safety at Work Act (2015).