



Asia Pacific Employee Assistance Roundtable – 2024 Conference

29 February – 1 March 2024
Bali, Indonesia



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Welcome - President Dr. Kaoru Ichikawa

Welcome to the 16th Annual APEAR Conference in Bali, Indonesia! On behalf of the APEAR Board, I would like to welcome delegates from all over the world. Thank you for joining us over the next few days for a time of reflection, learning, and networking. We are very excited to be able to connect with you in person once again.

This year's theme is "CREATING ENGAGING WORKPLACES FOR THE FUTURE." Over the next two days, you will enjoy many presentations regarding new ways of engaging diverse population in the workplace. We will work together to better serve aging workers and those with differing religious views, gender identities, and cultural expectations. Sadly, conflicts based on differences are happening everywhere in the world. Therefore, we, EA professionals should learn to embrace and effectively utilize differences to create productive and creative teams in workplaces around the world.

Thanks to our preeminent speakers from Indonesia, Malaysia, South Korea, The Philippines, Australia, Thailand, Portugal, China, and Brazil, you will be immersed in the latest EA innovations and given tips on managing workplace mental health, presenteeism, work engagement, bullying, gender violence, psychological safety, return on investment, and more.

By the way, do you know your MBTI®? My type is ENFJ. Whether or not you are introverted or extroverted in MBTI® please meet old and new friends during the time set aside for networking. We are looking forward to hearing about EA practices in your countries.

Please also join us for the optional trip to Ubud, Bali on March 2 to delve into Balinese nature and culture and to continue to mingle with your peers. We trust the next two days will be an intellectually stimulating, engaging, and memorable experience for all of you.

Sincerely,



Kaoru Ichikawa, Ph.D., CEAP
President, Asia Pacific Employee
Assistance Roundtable (APEAR)

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Welcome – CEO of EAPA, Julie A. Fabsik-Swarts



On behalf of the Employee Assistance Professionals Association, it is my distinct pleasure to extend a warm welcome to each and every one of you at the APEAR conference in Bali - an event that brings together professionals and experts from the EAP community throughout the globe.

This conference serves as a unique platform for EA Professionals to converge, share insights, and engage in meaningful discussions surrounding the crucial field of employee well-being. As you gather today, I ask you to please recognize the profound impact that EAPs have on the overall health and productivity of the global workforce. It is our collective commitment to foster environments that prioritize mental health, offering support systems that are instrumental in enhancing both individual and organizational resilience.

Over the course of the conference, you will be privileged to have distinguished speakers, thought leaders, and experts who will illuminate you with knowledge, experiences, and innovative approaches in the realm of EAPs. The diverse range of topics on the agenda reflects the dynamic nature of this field, from addressing emerging challenges to exploring cutting-edge solutions that contribute to the holistic well-being of employees.

I encourage each one of you to actively participate in the sessions, engage in discussions, and forge connections that extend beyond the conference walls. Please take advantage and leverage this opportunity to learn, collaborate, and inspire one another to create workplaces that prioritize the mental health and happiness of our most valuable asset – our people.

Once again, a heartfelt welcome to APEAR and I hope to be joining you in 2025. May the next few days be filled with enriching experiences, fruitful discussions, and lasting connections.

Warmly,

A handwritten signature in blue ink, reading "Julie Fabsik-Swarts", written in a cursive style.

Julie Fabsik-Swarts, MS, CFRE, CAP, CEAP
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Sponsor Appreciation

It 'takes a village' to organize a successful conference, but nothing is possible without financial sponsorship. A huge "thank-you" to our generous Sponsors who helped make APEAR's 2024 conference a reality.

Platinum Level _____



Silver Level _____



Program Itinerary



PROGRAM AT A GLANCE

PRE-CONFERENCE EVENT (February 28, 2024; 6:00pm-8:00pm)

Wednesday, February 28, 2024: 6:00pm - 8:00pm	WELCOME RECEPTION: at Courtyard by Marriot Bali Nusa Dua Resort	FOR ALL PARTICIPANTS
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CONFERENCE DAY 1 (February 29, 2024; 8:30am-5:00pm; Networking Dinner 7:00pm-9:30pm)

Thursday, February 29, 2024 - CONFERENCE DAY 1 (at Courtyard by Marriot Bali Nusa Dua Resort)		
8:30am - 9:00am	REGISTRATION & NETWORKING	For All participants
9:00am - 9:05am	OPENING REMARKS	Emcee: Miyen Low, Board Member, APEAR (Malaysia)
9:05am - 9:10am	WELCOME SPEECH	Speaker: Dr Kaoru Ichikawa Board President, APEAR (Japan)
Day 1 LOCAL TO GLOCAL DEVELOPMENT IN MENTAL HEALTH/EAP SERVICES		
9:10am - 10:00am	KEYNOTE PRESENTATION - 1 ASEAN evolutions in mental health services - focus on Indonesia & South East Asia countries	Speaker: Prof. DR. Dr. Dewi Sumaryani Soemarmo MS, Sp.Ok, Subsp.PsiKO (K) Occupational Medicine Specialist, Medical Faculty, Universitas Indonesia (Indonesia)
10:00am - 10:45am	Day 1 - Topic 1: Old but Gold: How Iradat survived EAP industry for 23 years & evolving in creating engaging workplaces	Speaker: Annisa Krisanti Clinical Psychologist, EAP Coordinator & Clinical Case Manager, Iradat Konsultan (Indonesia)
10:45am - 11:00am	COFFEE/TEA/SNACKS BREAK (15min)	
11:00am - 11:45am	Day 1 - Topic 2: Essential but Neglected: Prioritizing mental health in human service industries	Speaker: Ivy Tan & Liana Mohd Nawi Team from Thrive Well (Malaysia)
11:45am - 12:30pm	Day 1 - Topic 3: The Future: A Korean EAP company outlining its future evolution	Speaker: Jimmy Kim Global Network Team Manager, Dain Co., Ltd. (Korea)
12:30pm - 1:00pm	Brief (3-4min) introduction by all the conference's platinum sponsors	Emcee: Miyen Low, Board Member, APEAR (Malaysia)
1:00pm - 2:00pm	LUNCH BREAK (1 hour)	
2:00pm - 2:45pm	Day 1 - Topic 4: The practice of clinical supervision at the center of quality assurance efforts in EAP service delivery	Speakers: Dr Julian Montano & Nicole Enriquez Team from In Touch (Philippines)
2:45pm - 3:30pm	Day 1 - Topic 5: The efficacy of EAP for presenteeism & workplace engagement across APAC	Speaker: Jamie MacLennan Senior Vice-President & Managing Director, TELUS Health Asia-Pacific Region (Australia)
3:30pm - 3:45pm	COFFEE/TEA/SNACKS BREAK (15min)	
3:45pm - 5:00pm	PANEL DISCUSSION (1 hour 15min) Bringing mental health discussion to the boardroom Moderator: Amber Alam Board Member, APEAR (Australia) & Head of Global Service Delivery, Optum Emotional Wellbeing Solution	Panelists: 1. Dr. Agustina Puspitasari Indonesian Occupational Medicine Association (Indonesia) 2. Athalie de Konning Creative Director, New Counseling Service (Thailand) 3. Lisa Dau Senior Benefits Director, Medtronic (USA)
5:00pm	DAY 1 – CLOSING REMARKS	Emcee: Miyen Low, Board Member, APEAR (Malaysia)
7:00pm - 9:30pm	NETWORKING DINNER FOR ALL PARTICIPANTS (with Balinese Dance performance, at Courtyard by Marriot Bali Nusa Dua Resort)	Welcoming words from Dr Kaoru Ichikawa & David Levine

Program Itinerary - continued



PROGRAM AT A GLANCE

CONFERENCE DAY 2 (March 1, 2024; 8:30am-1:00pm; Lunch 1:00pm-2:30pm)

Friday, March 1, 2024 - CONFERENCE DAY 2 (at Courtyard by Marriot Bali Nusa Dua Resort)		
8:30am - 8:35am	OPENING REMARKS	Emcee: Amber Alam, Board Member, APEAR (Australia)
DAY 2	SPECIFIC FOCUS TOPICS	
8:35am - 9:30am	KEYNOTE PRESENTATION - 2 The role of Employee Assistance Professional Associations (EAPA & EAEF) in creating engaging workplaces for the future	Speakers: 1. Michele Grow Board of Director, EAPA (Employee Assistance Professional Association) & Board Member, APEAR (Australia) 2. Kenny Medeiros President, EAEF (Employee Assistance European Forum) (Portugal)
9:30am - 10:15am	Day 2 - Topic 1: Importance of building high Psychosocial Safety Climate in workplaces: EAP as a feedback mechanism	Speakers: Dr May Young Loh & Gemma David Research Associate & PhD student, Psychosocial Safety Climate Global Observatory, Centre for Workplace Excellence, University of South Australia (Australia)
10:15am - 11:00am	Day 2 - Topic 2: Bullying & sexual harassment prevention in the workplace	Speakers: Grace Ding & Tiara Puspita Senior Employee Assistance Professional (China) & Director of Jakarta Service Center (Indonesia), Workplace Options
11:00am - 11:25am	GROUP PHOTOS FOR ALL PARTICIPANTS (10min) COFFEE/TEA/SNACKS BREAK (15min)	
11:25am - 12:10pm	Day 2 - Topic 3: Workplace wellbeing programs & general ESG e CSR goals - with a practical case study	Speaker: Dr Manuel Sommer Country Manager, PULSO (Portugal)
12:10am - 12:55pm	Day 2 - Topic 4: Fluctuations in ROI corresponding to varying levels of engagement with EAP	Speaker: Louis A. Servizio Executive Director, Wellcast (Brazil)
12:55pm - 1:00pm	CLOSING SPEECH	Speaker: David Levine Board Member, APEAR (USA)
1:00pm - 2:30PM	END OF CONFERENCE: LUNCH & NETWORKING (at Courtyard by Marriot Bali Nusa Dua Resort)	FOR ALL PARTICIPANTS

POST-CONFERENCE EVENT (March 2, 2024; 8:30am-6:30pm)

Saturday, March 2, 2024: OPTIONAL TOUR (extra cost event) Open to APEAR Conference 2024 participants	
8:30am - 6:30pm	UBUD, BALI Full Day Tour

2024 Conference Speakers – Day 1



Miyen Low
APEAR Board
(Malaysia)



Dr. Kaoru Ichikawa
President, APEAR Board
(Japan)



Prof. DR. Dr. Dewi Sumaryani Soemarko
Medical Faculty
Universitas Indonesia
(Indonesia)



Annisa Krisanti
EAP Coordinator
Iradat Konsultan
(Indonesia)



Ivy Tan & Liana Mohd Nawi
The Thrive Well Center
(Malaysia)



Jimmy Kim
Head of Global Partners
Dain EAP
(South Korea)



Jamie MacLennan
SVP & Managing Director
Asia Pacific Region
TELUS Health
(Australia)



Dr Julian Montano & Nicole Enriquez
In Touch Community Services
(Philippines)



Amber Alam
Head of Global Services
Optum
(Australia/India)



Dr. Agustina Puspitasari
Occupational Medicine Specialist Doctor
Indonesian Occ. Med. Assoc.
(Indonesia)



Athalie de Koning
Creative Director
New Counseling Services
(Thailand)



Lisa Dau
Senior Benefits
Director
Medtronic
(USA)

2024 Conference Speakers – Day 2



Michele Grow
CEO – Mental Health
& Wellness - APM
EAPA Board of Directors
APEAR Board Member
(Australia)



Kenny Medeiros
Founder/Principal
DŪCIS Consulting
President, Employee
Assistance European Forum
(Portugal/At Large)



Dr. May Loh & Gemma David
Research Associate & Doctoral Student
Centre for Workplace Excellence
University of South Australia
(Australia)



Grace Ding & Tiara Puspita
Senior EA Professional &
Director of Jakarta Service Centre
Workplace Options
(China & Indonesia)



Louis A. Servizio
Executive Director
Wellcast
(Brazil)



Dr. Manuel Sommer
Country Manager
Pulso
(Portugal)



David Levine
Founder/Principal
Global Care Experts
APEAR Board
(USA)

APEAR Board



Dr. Kaoru Ichikawa
Board President
Japan



Amber Alam
India/Australia



Michele Grow
Australia



David Levine
United States



Grace Ding
China



Miyen Low
Malaysia



Jamie MacLennan
Australia



Min Kyung Song
South Korea



Majella Tumangan-Villaroman
Philippines



Hotel & Transportation



Conference Site Hotel

Courtyard Bali Nusa Dua Resort
Kawasan Pariwisata Lot SW1, Nusa Dua,
Bali, Indonesia, 80363
+62 361-3003888
GogleMaps shows [here](#)

The conference hotel is located in the upscale Nusa Dua, a community with a variety of restaurant venues, shopping, and a golf course. The hotel has a clean, tropical paradise feeling and is surrounded by white sandy beaches. But remember, you're here for a conference. 😊



Ground Transportation

For the trip to and from the airport (DPS), the hotel can arrange for a car (USD28 each way—up to four (4) people with luggage) or a mini-bus (USD100 for a 10-seat van). The alternative for the airport and other locations are below.

Bluebird is the prominent taxi service—make sure the driver starts the meter. The two ride-sharing services are [Grab](#) and [Go-JEK](#) and they compete aggressively with taxis more than in other countries. Download the app before arrival—[here](#) for Grab android and [here](#) for iPhone; [here](#) for Go-JEK [android](#) and iPhone.



And if you're feeling adventurous, both car services offer a motorbike option complete with helmet



(what's a conference without good) **Food**

The Courtyard Marriott hotel has some [great options for dining](#), and there are other great spots in the Nusa Dua area surrounding the hotel. Food from Wednesday evening through lunch Friday is included in your registration, outlined below.



Our conference kicks off with a **Wednesday Reception** at the hotel from 6:00 to 8:00. Appetizers will be served along with soft drinks, beer, and wine. All meals and breaks will include vegetarian and non-veg choices. **Breakfasts** are included in your room charge and the buffet offers many Balinese, Indonesian and western options. Breakfast is served daily in the MoMo Café starting at 6:30. **Lunches Thursday and Friday** will be served buffet style again in the MoMo Café, with similar regional choices. Our biggest social and food event is the **Thursday Evening Gala**. This will include a barbeque dinner from the grill and will be held on the beach--a short walk or shuttle ride from the hotel. We will also be entertained at our private beach party with an acoustic band and traditional Balinese dancers. And, there is a rumor that a certain APEAR member from Thailand with professional vocal skills might jam with the band for a few numbers.



Fun Facts About Bali



Bali is one of 38 Indonesian provinces and the westernmost of the Lesser Sunda Islands. The province includes the island of Bali and a few smaller neighboring islands, including Nusa Penida, Nusa Lembongan, and Nusa Ceningan. Bali is more famous than the country itself, and people will often ask “which part of Bali is Indonesia?”



It's always hot and humid in Bali; a tropical climate with average temperatures between 24-27 degrees (75-80° Fahrenheit).



Indonesia is primarily a Muslim country, but 85% of the population in Bali follows the Hindu faith.



Balinese children are named according to the order of their birth, and there typically aren't male or female first names. The Balinese traditionally had four children, so there are four common names: Wayan, Made, Niyoman, and Ketut. Those with bigger families would start over again, naming the fifth child Wayan. That is the tradition, however many are named otherwise or go by nicknames.



Bali has two active volcanoes, Mount Agung and Mount Batur.



The most expensive coffee in the world-- kopi luwak comes from poop. In parts of Indonesia, a cat-like animal called the luwak eats coffee cherries and then (of course) excretes them, at which point they're collected and then roasted, ground, and brewed. A cup of this special (and supposedly less acidic) coffee can cost \$40 or more. Maybe bring some back from the conference for your boss?



Barack Obama wrote his first book—Dreams of My Father—in Bali in 1993.



Drug laws are strict and enforced. Possession of any amount of marijuana can be punishable by 12 years in prison and fines of half a million dollars. Penalties for drug production or distribution can include life imprisonment and the death penalty and are equally applied to foreigners (like the two Australians who were executed by firing squad in 2015).



Other Normal (not so “fun”) Facts

Population: ~4.4 million

Area: 2,232 sq. miles

Capital: Denpasar, pop. 1.1 million

Airport: Ngurah Rai International Airport (DPS)

Language: Balinese, Bahasa Indonesia

Telephone code: +62

Currency: Indonesian Rupiah (IDR)



Optional Saturday Cultural Tour

For those signed up for the Ubud Cultural Tour, we've heard rave reviews about it and will be accompanied by an experienced tour guide, Nyoman G. Mahayuna. We'll leave from the hotel lobby by bus at 8:30 in the morning and return about 5:00. Special arrangements have been made for those flying out of DPS Saturday evening. If you haven't yet registered yet, we still have a few openings. Go to <https://apear.org/events/bali2024/> where you registered and just add the Ubud Tour option for \$100. You don't want to leave Bali and not see any monkeys!



“The
pandemic
broke the
worldwide
stigma on
mental
health.”

- Manuel Sommer, Portugal

The Fifth International Employee Assistance Compendium

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Edited by
Dr. Dale Masi

The Compendium is an account by professionals covering how:

1. The pandemic effected the mental health of their people, and
2. How technology has been utilized in providing EAP services,s and
3. The present status of the post pandemic period.

This book is a must read for anyone working in behavioral health.

AVAILABLE ON **amazon** THIS SPRING

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Dale A. Masi, Ph.D., is President and CEO of Masi Research Consultants, Inc., a Boston company specializing in Employee Assistance Program (EAP) design, implementation, training, and evaluation. Dr. Masi is a Professor Emeritus at the University of Maryland, the author of fifteen books and more than seventy articles dealing with EAPs, evaluation, and various mental health issues. She was a Fulbright Scholar and Specialist to England, Italy, Hong Kong, and Japan, and has lectured in over 45 countries.



Appendix

- Attendee Info
- Presentation Abstracts



Conference Attendees

Name	Company	Country	E-Mail
Kenny Medeiros	DUCIS Consulting	Portugal	kmedeiros@ducis.eu
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Conference Attendees - continued

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Bee Mahimkar	EAP-India	India	bee@eap-india.com

Presentation Abstracts – Day 1



Day 1 - Keynote 1

ASEAN EVOLUTION IN MENTAL HEALTH SERVICES – FOCUS ON INDONESIA AND SOUTHEAST ASIA COUNTRIES

Abstract:

Mental disorders are one of the ten main causes of disease burden worldwide and there are no signs of a downward trend since 1990. The World Health Organization (WHO) June 2023, highlights problems related to mental health in Southeast Asia. About 260 million people in the region, equivalent to one in seven residents, face mental health challenges. Stigma is a major problem in Southeast Asia.

Indonesia spent 5 percent (113.6 trillion rupiah) of its total National Budget on the health sector in 2019. Only around 2.9 percent was allocated for mental health care. Lacking mental health education, Indonesia has fewer than 10,000 registered mental health professionals—psychiatrists, clinical psychologists, mental health nurses—for a population of nearly 270 million people.

The Covid-19 pandemic has caused many mental health problems for workers. Data in Indonesia in 2023 is that 6.1% of the population aged 15 years and over experiences mental health problems. . Mental health disorders or depression are mental problems that are prone to occur in teenagers. And from the total population of Indonesia in 2023, 9,162,886 cases of depression were found (prevalence 3.7%). The prevalence of people with mental disorders in Indonesia is around 20% of the 250 million population as a whole and does not have accessible mental health services at the provincial level, which shows that not everyone with mental disorders gets the treatment they should.

The Indonesian Minister of Health, October 2023, stated that the mental health service system in Indonesia is more focused on community-based services. Services that previously focused on curative services in hospitals will be changed to focus on promotive, preventive and rehabilitative services in the community.

Keynote Speaker:

Dr.dr. Dewi Sumaryani Soemarko, MS, SpOk

Occupational Medicine Specialist, Occupational Medicine Division, Department of Community Medicine, Medical Faculty, Universitas Indonesia (**Indonesia**)

Keynote Speaker's Profile:

Dr Dewi is a lecturer and occupational medicine specialist in the Department of Community Medicine, Faculty of Medicine, Universitas Indonesia, from 1988 to present. She is also a member of the Occupational and Environmental Health Research Center (OEHRC) IMERI - Faculty of Medicine, Universitas Indonesia, from 2017 to present. Apart from these academic responsibilities in the university, Dr Dewi is also active in the International Commission on Occupational Health (ICOH) - Indonesian Commission, from 2011 to present and the Indonesian Occupational Medicine Association (PERDOKI: Perhimpunan Spesialis Kedokteran Okupasi Indonesia) from 2003 to present. In terms of clinical practice, Dr Dewi has been practicing at the Occupational Health Clinic Prodia, at Menara Palma, South Jakarta, from 2009 to present.

Email Address: dewisoemarko@yahoo.com

Website: <https://scholar.ui.ac.id/en/persons/dewi-sumaryani-soemarko>

Presentation Abstracts – Day 1

Day 1 - Topic 1

OLD BUT GOLD: HOW IRADAT SURVIVED EAP INDUSTRY FOR 23 YEARS & EVOLVING IN CREATING ENGAGING WORKPLACES

Abstract:

When we started EAP services 23 years ago, mental health was not the main concern or priority by a lot of organizations and companies. Most local companies in Indonesia question the advantages of this service. In fact, even when the company already has this service, the usage was not optimal. Marketing this service was a challenge for Iradat. However, conditions have changed in the last 5 years, especially after the pandemic occurred. Mental health has become one of the main concerns of organizations, and organizations are looking for various ways to improve the welfare of their employees. EAP has become one of the main choices, considering the effectiveness of the service in helping employees dealing with their work and personal life.

As client demand has grown, Iradat has moved beyond standard EAP services in Indonesia, which generally only provide psychological counselling services. We realize that mental and physical health cannot be separated, hence the integrated psychological & physical wellness services. Iradat, with its flexibility and willingness to listen to clients' needs, continues to strive to increase the employee engagement within the company, through the programs tailored to the needs of each organization's employees.

Speaker:

ANNISA KRISANTI

Clinical Psychologist, EAP Coordinator & Clinical Case Manager, Iradat Konsultan (**Indonesia**)

Speaker's Profile:

Annisa has 13 years of expertise as a clinical psychologist specializing in Employee Assistance Programs (EAP) for national and multinational companies. Her focus lies in not only establishing robust EAP structures but also ensuring their utilization through strategic advice aimed at encouraging employee engagement. She is also partnering with international providers, acting as the local conduit to deliver services that align with global standards while respecting and integrating local cultural nuances.

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Presentation Abstracts – Day 1

Day 1 - Topic 2:

ESSENTIAL BUT NEGLECTED: PRIORITIZING MENTAL HEALTH IN HUMAN SERVICE INDUSTRIES

Abstract:

Employee well-being within critical human service sectors, including healthcare, social work, and education, often remains overlooked. These professions, comprising doctors, nurses, teachers, coaches, trainers, social workers, and CSO leaders, are fundamental support systems for the public. Unfortunately, they face significant challenges due to limited access to essential resources, particularly mental health care. Often, many lack specific training to effectively address individuals dealing with Adverse Childhood Experiences (ACEs) and trauma, putting them at an elevated risk of developing mental health issues due to frequent exposure to distressing situations and traumatic events. In a world where the effects of ACEs extend into adulthood, the need to adopt a Trauma-Informed Care (TIC) approach has never been greater. Thrive Well has developed a program that incorporates the 4Rs TIC principles (Realize, Recognize, Response & Resist) to cater to these critical human service industries.

As a trauma-informed social enterprise, Thrive Well's model of sustainability is to provide clinical services including EAP to our corporate partners to fund our community-based mental health programs to benefit underserved and marginalized communities. Our BRACE/BRAVE program represents an investment in training and supporting employees within the human service sectors. It equips them with the knowledge and resources necessary to address ACEs and implement TIC, empowering human service professionals to offer crucial initial care to their communities while simultaneously addressing the mental health needs of these professionals. This presentation will discuss the valuable insights and lessons learned, seeking to foster knowledge exchange and explore strategies for creating inclusive, supportive workplaces that prioritize mental health support.

Speaker 1:

IVY TAN

Counseling Psychologist & Co-Founder/Clinical Director, Thrive Well Sdn Bhd **(Malaysia)**

Speaker's Profile:

Ivy is a Counselling Psychologist and Licensed and Registered Counsellor in Malaysia with more than 10 years of experience in the field. Her work ranges from offline to online digital mental healthcare management. Having worked in both the US and Asia, her scope of expertise is multidisciplinary and multicultural. Ivy currently oversees Thrive Well's clinical excellence, including program development and clinical assurance. Formerly, she held the position of Head of Counselling at ThoughtFull, a digital mental health startup that leverages technology to connect the public to accessible and effective mental health care. Ivy sits on the board of the Malaysian Marriage and Family Therapy Association (MyMFT) and is a Member of the California Association of Marriage and Family Therapists (CAMFT).

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Presentation Abstracts – Day 1

Day 1 - Topic 2 – continued:

Speaker 2:

LIANA MOHD NAWI

Clinical Psychologist &; Director of Clinical Services, Thrive Well Sdn Bhd (Malaysia)

Speaker's Profile:

Liana is a registered clinical psychologist with the Malaysian Allied Health Professions Council (MAHPC) under the Ministry of Health, with more than eight years of experience in the field. Her diverse career spans across NGOs, private hospitals and social enterprises, offering expertise in a myriad of psychological and developmental disorders, behavioural management, parenting skills and weight management, across different age groups. Her previous career in accounting complements her current passion for mental health including Employee Assistance Program (EAP) as she finds that the combination of her passion in mental health, coupled with her past experience working in corporate will benefit that population. Liana is a full member of the Malaysian Society of Clinical Psychology and elected as the society's Internal Auditor for the term 2024-2026.

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Presentation Abstracts – Day 1

Day 1 - Topic 3

The FUTURE: A KOREAN EAP COMPANY OUTLINING ITS FUTURE EVOLUTION

Abstract:

Korean government has been emphasized importance of mental healthcare and their investment in mental healthcare area has been significantly increased compared to past years. Korean government announced their 3-core strategies to improve mental health service: 1. Building ordinary mindcare system 2. Reorganization of mental healthcare service 3. Innovation of wellbeing support for full recovery.

Currently, the Korean EAP market is in a phase of change and development. Nearly all EAP companies are advertising and emphasizing their capabilities in AI matching services and various technologies to enhance clients' comfort in accessing the services. It's safe to say that technology plays a crucial role in the current EAP landscape, especially as many companies are onboarding new-generation employees who are tech-savvy. While we acknowledge certain limitations in applying technology to the counseling field, we cannot overlook its significance because younger employees prefer using technologies like mobile apps to access services. Simultaneously, we are committed to fostering sustainable employee well-being, encompassing not only mental health but also physical health. We have established partnerships with physical care company to underscore the synergies and effectiveness of combining physical and mental healthcare.

We anticipate that this integrated approach will engage a wider audience, as both physical and mental healthcare services are increasingly essential. Especially, we cannot separate the relationship between physical and mental healthcare service since there are a lot of correlation between two. Financial wellbeing significantly influences employees in both their personal lives and workplaces.

DAIN addresses this by targeting financial wellbeing through three distinct approaches: at the corporation level, the group level, and the individual level. In our approach to wellbeing, we recognize the significance of four core components: physical, psychological, financial, and social wellbeing. We believe each of these elements is equally important for overall wellbeing

Speaker:

JIMMY KIM

Professional Counselor – Associate (LPC-A, State of Texas)
Global Network Team manager at DAIN Co., Ltd. (Korea)

Speaker's Profile:

Jimmy Kim is a consultant and a counselor who studied in Texas, USA. He came back to Korea after finished his master's degree in professional counseling. When he was in US, he worked at a government agency to serve victims of sexual assaults and domestic violence. He is now back in Korea and working as a consultant to help employees in variety of corporations at Dain Co., Ltd. and also practicing counseling with local people in needs.

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Presentation Abstracts – Day 1

Day 1 - Topic 4

THE PRACTICE OF CLINICAL SUPERVISION AT THE CENTER OF QUALITY ASSURANCE EFFORTS IN EAP SERVICE DELIVERY

Abstract:

Being in the business of providing mental health support, it is essential that our services are provided at top notch quality as these affects the lives of our clients, even to the point of life and death situations. To accomplish this feat, we, at In Touch, have placed the practice of Clinical Supervision (CS) at the center of our quality assurance efforts. It has been the main influencer of our work and its delivery in both the clinical and administrative/operational aspects. The practice of CS has brought about a workplace culture of compassion and support where the development and maintenance of psychological safety, multicultural & inter-generational engagement, EAP and DEI have been nurtured.

Speaker 1:

DR. JULIAN MONTANO

Clinical Supervision Head, In Touch Community Services, Inc. **(Philippines)**

Speaker's Profile:

Julian is a registered Guidance Counselor and Psychologist and has 34 years of practice in the profession of counseling and psychology. During his 20 years in the USA, Europe, and Asia, Julian served as a counselor, administrator, workshop facilitator, and consultant. He has held the position of Head Clinical Supervisor for the past ten years, and is currently also the Head for Internal and External Support at In Touch Community Services.

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Speaker 2:

NICOLE ENRIQUEZ

EAP Relationship Manager, In Touch Community Services, Inc. **(Philippines)**

Speaker's Profile:

Nicole graduated with a Bachelor's Degree in Business Administration, majoring in Export Management from De La Salle - College of Saint of Benilde. She is an EAP Relationship Manager at In Touch Community Services, and has extensive knowledge in Sales, Planning, and Execution as she worked in the Retail and Medical industries.

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Presentation Abstracts – Day 1

Day 1 - Topic 5

THE EFFICACY OF EAP FOR PRESENTEEISM AND WORKPLACE ENGAGEMENT ACROSS APAC

Abstract:

The TELUS Mental Health Index (MHI) is a survey of 28,000 employed adults globally which, through a partnership with AON, includes 13,000 in the APAC region. The MHI survey provides a measure of the mental health status of these individuals. It also explores the impact of current issues in the community and in the workplace. Nearly four years after the pandemic began, the mental health of employees remains strained and its impact on work productivity is significant.

There is a business imperative to address wellbeing and mental health issues in APAC workforce. The purpose of this presentation is to describe the current mental health status of workers and to offer actionable insights that organizations can use to improve the mental wellbeing support they offer. Organisations can take immediate action to support their employee wellbeing. An Employee Assistance Programme (EAP) is an affordable, yet impactful, service that employers can provide to support the mental health of their employees. The presentation will discuss barriers to access mental health care and EAP utilisation in APAC. Finally, the analysis will demonstrate the efficacy of counselling through EAP services in terms of improvement in presenteeism, workplace engagement, and life satisfaction. The presentation will also discuss the link between mental wellbeing and organization culture and manager behavioural traits.

Speaker:

EDWARD (JAMIE) MACLENNAN

Senior Vice President & Managing Director - APAC, TELUS Health **(Australia)**

Speaker's Profile:

Jamie is the SVP and MD for the APAC Region for TELUS Health. He has over 30 years of experience working for multinational corporations across a number of industries including Health, Energy and Facility Services. He has significant global experience having worked in Australia, US, UK and Singapore, and extensively across the Asia-Pacific Region. Through organic and acquisitive growth, he has transformed TELUS Health from the #3 EAP company in Australia to the #1 EAP and Wellbeing company in the Asia-Pacific region.

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Presentation Abstracts – Day 1

Day 1 - Panel Discussion

BRINGING MENTAL HEALTH DISCUSSION TO THE BOARDROOM

Abstract: Questions for discussion

1. Of all the key themes that seem to have emerged post pandemic, mental health is undoubtedly one of the most intensely discussed and debated topic. An urgent question for all of us in EAP/workplace mental health - is mental health a Boardroom priority today? If the consensus is that “it is” or “it is not”, what should the senior leadership do to foster a culture that not just embraces but prioritizes mental wellbeing? What are some of the best practices in this area in your country? For example in India, this is a rapidly evolving focus area, can you share some of your experiences with us?

2.

We have seen relatively low utilization rates of EAP services which are usually deployed in corporates. In your view, why employees hesitate in reaching out to EAP counsellors for help? What has been your experience in your country and do you think current solutions deployed are enough to address common mental health issues?

3.

What is the importance of creating a primary layer on non-medico (which could be managers or peers) within the organization to identify early signs of mental illness? Do you think it can help in prevention in long term secondary illness?

MODERATOR’S PROFILE & CONTACT DETAILS:

AMBER ALAM - Board Member, APEAR (Australia) & Head of Global Service Delivery, Optum Emotional Wellbeing Solution

Amber is a seasoned workplace wellness professional with more than 19 years of experience in the Asia-Pacific region. He has worked with Optum for 12 years, and heads Optum’s global service delivery for their Emotional Wellbeing Solutions business. He brings diverse experience in running global operations and employee wellness services. Amber and his team work to address the mental health and workplace wellbeing needs of large multinational companies globally. Amber earned a bachelor’s degree in literature and a certification in computing and business applications from Edexcel, UK. Based out of Australia, Amber lives in Melbourne with his spouse and two kids. He’s passionate about health and enjoys bike riding and running.

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PANELISTS’ PROFILES & CONTACT DETAILS:

Panelist 1: - **DR AGUSTINA PUSPITASARI**

Occupational Medicine Specialist Doctor, Bogor Regency Civil Servant, Vice Chairwoman of Indonesian Occupational Medicine Association

Agustina is an occupational medicine specialist doctor based in Bogor, Indonesia. Her tasks including the Chairwoman of Safety and Occupational Health and Medical Testing Team at Ciawi

Presentation Abstracts – Day 1

Day 1 - Panel Discussion - continued

Regional Hospital, the West Java Regional Advisory Doctor, the Examiner Doctor and Occupational Medicine Doctor of Ciawi Regional Hospital and Azra Hospital. She is also Vice Chairwoman of Indonesian Occupational Medicine Association, Chairwoman Non Communicable Disease Control Department of Indonesian Medical Association, and Senior Investigator Research Cluster OEHRM-IMERI (2023-now). She also has experience as speaker and trainer in many symposium/course/workshop of occupational medicine and health field, writer/editor of 16 occupational medicine and health book from 2014-2023 and researcher in occupational medicine and health field.

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Panelist 2:- **ATHALIE DE KONING - Creative Director, New Counseling Service (Thailand)**

Athalie is a Vocal Health Specialist who has worked internationally as a singer, educator, events manager and public speaker since 2010. Growing up between Asia and Europe in a family of psychologists and social workers, Athalie has always had a heart for connecting with people on a deeper level. She joined NCS in Thailand to promote mental health awareness, coaching leaders both on and off the stage. Ensuring that NCS stays at the forefront of mental health research and EAP development, Athalie focuses on education to lower the barriers to access mental health support and EAP services. Athalie holds a Master of Education in Arts from the Netherlands and has been a lecturer at various universities on topics ranging from project management to communication.

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Panelist 3:- **LISA DAU - Senior Benefits Director, Medtronic (USA)**

Lisa is a Senior Benefits Director at Medtronic, one of the world's largest medical device companies. Lisa is a Licensed Psychologist and Certified Employee Assistance Professional who manages employee assistance services at Medtronic which includes an internal team of licensed psychologists and counselors, and global vendor partnerships. Nearly 30 years of working in the EAP field working in or managing external and internal programs, and has delivered presentations at a number of conferences in China, Canada, Europe and the United States. Her work in the field has crossed many industries including higher education, large and small private businesses, manufacturing, professional sports organizations, and federal and local government agencies. Lisa has also been very active as a member or serving on executive committees for EAP and psychology professional organizations.

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Presentation Abstracts – Day 2

Day 2 – Keynote 2

THE ROLE OF EMPLOYEE ASSISTANCE PROFESSIONAL ASSOCIATIONS IN CREATING ENGAGING WORKPLACES FOR THE FUTURE

Abstract:

What makes an engaging workplace? How does workplace engagement vary across different geographies? Will workplaces of the future need different initiatives, policies and protocols to remain engaging?

Kenny Mederios and Michele Grow will share their experience and insights on:

- What is needed to create an engaging workplace
- What variabilities there are by geography and demographic group
- What might be needed into the future for workplaces to remain engaging
- What role Employee Professional Associations play in supporting organisations to create engaging workplaces

This session will draw on the latest research on workplace engagement as well as the personal experiences of our presenters. You will hear a case study of an organisation that has implemented a range of initiatives that have significantly improved their engagement and you will be provided with strategies you can apply in your own workplace.

Speaker 1:

MICHELE GROW

Board of Director, EAPA (Employee Assistance Professional Association) & Board Member, APEAR (Australia)

Speaker's Profile:

Michele is the CEO, Mental Health & Wellness at APM, running a portfolio of companies delivering a wide range of mental health and wellbeing services that support the entire employee life cycle including prevention, capability development and support services. She has particular expertise in strategic health and wellbeing and workplace risk management including employee wellbeing, mental health, work-related stress, change management and leadership. Michele is a regular presenter on workplace issues including on the mental health and wellbeing of individuals and workplaces across the Asia Pacific. She was the co-author of the largest employee assistance return on investment report published from 2008 to 2017, including data and insights on the Asia-Pacific region. Michele has established direct business operations in Australia, New Zealand and Singapore for more than 20 years.

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Presentation Abstracts – Day 2

Day 2 – Keynote 2 - continued

Speaker 2:

KENNY MEDEIROS

President, EAEF (Employee Assistance European Forum) **(Portugal)**

Speaker's Profile:

Kenny is the current President of the Employee Assistance European Forum, brings over 15 years of experience in global EAP development and management for multinational clients and insurers as well as the development and implementation of international business growth strategies with a large global EAP.

With a degree in Business Administration and certifications in Project Management and Mental Health Leadership, he is the Principal at DŪCIS Consulting, specializing in Business Strategy and Product/Relationship Management services for organisations working in the Employee Assistance field.

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Presentation Abstracts – Day 2

Day 2 - Topic 1

IMPORTANCE OF BUILDING HIGH PSYCHOSOCIAL SAFETY CLIMATE IN WORKPLACES: EAP AS A FEEDBACK MECHANISM

Abstract:

Psychological safety is an important aspect in the topic of occupational health and safety. To promote better psychological health and prevent mental illness among workers, attention should be focused on the antecedents or leading factors of work stress. Research suggests that psychosocial risks such as work overload, negative working interactions, role conflicts, low job autonomy are closely associated with the prevalence of psychological health problems. As such building a decent and favourable workplace is essential. In our research centre, we primarily focus on Psychosocial Safety Climate (PSC), exploring how it could help to alleviate the detrimental effects of psychosocial risk factors at work and hence promote psychological safety and health among employees. Psychosocial safety climate is defined as the shared collective perceptions of workers on the organisational policies and procedures in relation to worker psychological health. It reflects the status of psychosocial risk management system in an organisation. Building a high level of PSC protects workers from burnout, depression, and psychological distress, at the same time motivates them to engage well in their job, perform better, and be productive.

In an on-going research collaboration with the Employee Assistance Professional Association of Australasia (EAPAA) and several participating EAP providers from across Australian and New Zealand, we have engaged in a co-designed intervention process to support and strengthen EAPs organisational approach to designing and informing worker mental health promotion and prevention activities within their client organisations. The aim is to demonstrate how EAP engagement at the organisational culture level can improve levels of PSC in client organisations.

Speaker 1:

MAY YOUNG LOH

Research Associate, Psychosocial Safety Climate Global Observatory, Centre for Workplace Excellence, University of South Australia (**Australia**)

Speaker's Profile:

May is a Research Associate of PSC Global Observatory, Centre of Workplace Excellence, University of South Australia. She is interested in managing psychosocial factors at work and promoting psychological health and safety through workplace intervention, positive work climate and leadership training. Her research mainly focuses on the Psychosocial Safety Climate (PSC), job design, and occupational health and well-being. Her PhD project aims to put theory into practice, by examining the mechanisms of how to promote a psychologically healthy working environment. Currently, May works on a project looking at the international and national determinants of decent workplaces. Besides, she is working with several organisations as an external academic consultant by providing suggestions and recommendations for their PSC development project.

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Presentation Abstracts – Day 2

Day 2 - Topic 1 - continued

Speaker 2:
GEMMA DAVID

PhD student, Psychosocial Safety Climate Global Observatory, Centre for Workplace Excellence, University of South Australia (Australia)

Speaker's Profile:

Gemma is a current PhD student within the Centre for Workplace Excellence looking at workplace interventions that reduce workplace psychosocial risks and improve worker psychological health. Gained from her years of experience working in human resources, counselling, and workplace consultancy, Gemma has extensive years of experience working with a broad range of organisations and industries implementing interventions at the individual, team, and organisational levels.

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Presentation Abstracts – Day 2

Day 2 - Topic 2

PROMOTING A RESPECTFUL WORKPLACE: BULLYING AND SEXUAL HARASSMENT PREVENTION IN THE WORKPLACE

Abstract:

Bullying and harassment remain a pervasive issue in workplaces across the Asia Pacific, necessitating concerted efforts to address and prevent this disturbing phenomenon. Companies in the region are increasingly acknowledging the necessity of cultivating a respectful and harassment-free environment, extending their efforts beyond addressing sexual harassment alone. Government intervention plays a pivotal role, with many countries in the region enacting legislation mandating training and procedures to prevent both sexual harassment and bullying. These regulations serve as a crucial framework for companies, guiding them in their efforts to create safe and inclusive workplaces. The interdependence between comprehensive workplace policies, government regulations, and employee engagement will be explored in depth during the presentation.

By sharing these insights, this presentation is intended to promote respectful and inclusive workplaces, with a particular focus on the Asia Pacific region. In the session, various approaches and best practices employed by companies will be shared, highlighting the strategies to provide support and implement robust processes for preventing not only sexual harassment but also bullying. While our focus is the broader Asia Pacific region, we will provide specific insights into the implementation of prevention programs in China and Indonesia, offering valuable guidance for Employee Assistance Professionals working across the region.

Speaker 1:

GRACE DING

Senior Employee Assistance Professional, Workplace Options & Board Member, APEAR (China)

Speaker's Profile:

Grace is a senior Employee Assistance Professional based in China with over fifteen years of sales and account management leadership experience in employee wellbeing service. She has provided services to multinational corporations, state owned enterprises and organization in private sectors. Grace holds a master degree in business management from International University of Japan. Grace is a Certified Employee Assistance Professional by EAPA and certified Crisis Response NOVA professional. Grace has trained hundreds of certified EA candidates in China. Grace also acted as chief editor of Workplace Counseling published by East China Normal University Publishing House. She has presented at professional forums and conferences in China, US, India and Malaysia.

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Presentation Abstracts – Day 2

Day 2 - Topic 2 - continued

Speaker 2:

TIARA PUSPITA

Director of Jakarta Service Center, Workplace Options **(Indonesia)**

Speaker's Profile:

Tiara is a clinical psychologist based in Jakarta, Indonesia. She currently works as the Global Bespoke Learning Specialist and the Director for Workplace Options Indonesia. She also practices at International Wellbeing Centre Jakarta, supporting local, national and international clients for individuals, couples, and groups. She has over ten years of experience in doing educational, organisational, and corporate training, six years of talk shows and public appearances for national TV and radio channels and providing psychological education and case studies.

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Presentation Abstracts – Day 2

Day 2 - Topic 3

WORKPLACE WELLBEING PROGRAMS & GENERAL ESG E CSR GOALS - WITH A PRACTICAL CASE STUDY

Abstract:

EAP and wellbeing programs allow Human Resources Professionals, Happiness and Health and Safety Officers and other relevant leads to provide a culturally adapted response to many engagement and recruitment challenges that most workplaces are facing these days. Although very simple in their direct aims, these workplace solutions have many indirect goals that can be achieved, and this makes it easy for them to connect to many broader initiatives.

Many interesting developments can be found. One of them is the connection between these programs, the United Nations Agenda 2030 Millennium Goals and the overall goals of Inclusive Transition! General and especially European ESG framework reinforces the European inclusive Green Deal, meaning that many sustainable goals ambition to have a very strong social component.

Workplace wellbeing programs can use this unique opportunity to be part of this magnificent change process that is currently underway. Integrated, however on a different level, many countries are facing substantial developmental challenges that can be targeted with achieving the millennium goals. Again EAPs can be of substantial help and can be integrated within several Big Millennium goals. If we as active providers can make a point of connecting to these international broader, inter-connected and supra-national goals, we could proactively contribute to creating more engaging workplaces for the future!

Speaker:

DR MANUEL SOMMER

Clinical Psychologist & Country Manager Pulso Europe Portugal, Lisbon (**Portugal**)

Speaker's Profile:

Manuel is a Clinical Psychologist graduated from Fribourg University, Switzerland, and Autónoma University in Lisbon. Founder and director of PULSO EUROPE PORTUGAL, based in Lisbon, Portugal, where he has actively been developing the field of EAP and workplace wellbeing in the last 25 years. He has also been a co-founder of the EAEF-Employee Assistance European Forum in 2001.

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Presentation Abstracts – Day 2

Day 2 - Topic 4

FLUCTUATIONS IN ROI CORRESPONDING WITH VARYING LEVELS OF ENGAGEMENT WITH EAP

Abstract:

Workplaces need to invest in creating engaging work environments. To do so, they need to invest in the right programs for their employees. But how to choose among dozens if not hundreds of programs? There are prevention programs for physical, behavioural, safety, and even vaccination programs. The answer is: ROI. Financial directors have historically made their investment choices based on ROI. Yet, HR and benefit managers have been slow in presenting convincing financial arguments for their programs due to a lack of knowledge on how to do so (barrier no.1). Fortunately, it has been over 50 years since the first EAP appeared on the scene, and there are hundreds if not thousands of peer reviewed studies that contain the data needed to inject into ROI financial models. But let's face it, the momentum of EAPs has slowed globally due to low utilization rates (barrier no.2) and competition from digital behavioral platforms (barrier no.3), so how low can utilization rates fall and still make EAPs attractive an attractive investment?

To calculate the ROI of EAP services, one must consider the PEPM, utilization rate, and effectiveness of the EAP in reducing presenteeism, absenteeism, accidents, leave/disability, turnover, and, depending on the country, medical treatment costs associated with EAP-related issues. This presentation will focus on the large differences in ROI across Asia, Europe, South Africa, and the USA, providing valuable insights into the fluctuations in ROI corresponding to varying levels of engagement with the EAP, shedding light on the significance of understanding the threshold utilization required to achieve breakeven.

Speaker:

LOU SERVIZIO

Founder and President, Wellcast (USA)

Speaker's Profile:

Lou is President and Founder of Wellcast. He has 25 years' experience in the field of healthcare informatics, consulting, and financial advisory services. In 1991, Lou developed WELLCAST ROI© a software that calculates the ROI of prevention programs that prevent or reduce the impact of physical, behavioral, and occupational conditions. WELLCAST ROI© is utilized globally by employers, program providers, pharmaceutical companies, health plans, and benefit consulting firms. Lou holds an MS/MBA from the Massachusetts Institute of Technology (MIT) in Finance and is a graduate of Holy Cross, where he holds a BA in Mathematics. He is a Certified Medical Practice Executive and a Certified Financial Advisor.

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