



***Business owners carry more people responsibility than ever before.***

## **A DIFFERENT KIND OF SUPPORT** >>>>

Most workplace wellbeing programs are designed for employees.

But when things become complex, it's always the business owner and the people leaders who carry the responsibility.

### **Business Care is different.**

It's **not** an employee assistance program.  
It's **not** a generic wellbeing service.

Business Care provides ongoing leadership support for business owners and those responsible for managing people, pressure, and psychosocial risk.

When you join Business Care, you're paired with a **dedicated consultant** who becomes a trusted advisor over time.

- Someone who understands your business.
- Someone you can talk things through with.
- Someone who brings a calm perspective when the stakes are high.

**Not** one-off advice.

**Not** a program.

**A relationship that supports you as you lead.**

**What changes** when you work with Responder Care?

Working with Responder Care doesn't mean adding another service.

It means having a **trusted advisor** who will meet one-on-one with you regularly to guide you when leadership gets difficult.

Your dedicated consultant will become a trusted voice who helps you **think clearly, assess risk, and respond wisely as issues arise.**

Over time, you will notice important changes:

- People issues will be identified earlier, before they escalate
- Decisions will become calmer, clearer and more considered
- Psychosocial risks will be managed in practical, realistic ways
- You will feel less isolated in the responsibilities you carry

With **Business Care**, you are never left to figure it out alone.



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# HOW BUSINESS CARE WORKS



**Business Care is built around an ongoing trusted relationship.**

Each client organisation will be allocated a dedicated consultant who gets to know:

- your business
- your team
- the pressures you're carrying
- the challenges that come with leadership

When more complex issues arise, your consultant is supported by additional HR, legal and mediation expertise behind the scenes.

But the relationship stays consistent. **The person who knows your business stays alongside you as situations evolve.**

You're never handed off.

Business Care is designed for leaders who carry real responsibility for managing people.

Typically:

- Small business owners
- Franchise operators
- Founder-led organisations
- Businesses without internal HR or wellbeing teams
- Leaders managing complex people issues or psychosocial risk.

**If you're looking for a program to roll out, this may not be the right fit.**

But if you're looking for **calm, experienced support** to help you lead well under pressure, Business Care may be exactly what you need.

# HOW BUSINESS CARE BEGINS

Responder Care was founded by **Paul McFarlane**, who spent more than two decades **supporting frontline emergency services during major incidents, critical events and disasters.**

Every Business Care engagement begins with an **initial scoping conversation.**

This allows the Responder Care team to understand your organisation, your team, and the pressures you face as a leader.

From there, Business Care becomes an **ongoing relationship** supported by regular program check-ins as your business evolves.

**Scan the QR code to register your expression of interest or click this [link](#)**



**One of our team will contact you** to learn more about your business and discuss whether Business Care is the right fit.



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# BUSINESS CARE PACKAGES



## TEAM CARE

### Trusted leadership support for smaller teams

Team Care is the **foundation** of the Business Care program. It is designed for business owners and leaders who carry responsibility for people but don't have internal HR, wellbeing, or risk specialists to lean on.

With Team Care, your organisation will be paired with a **dedicated Responder Care consultant** who becomes your ongoing advisor.

They work alongside you and your key people leaders – typically up to three frontline managers or supervisors, helping you navigate the everyday leadership challenges that come with managing people.

That might include:

- difficult conversations with staff
- emerging wellbeing concerns
- interpersonal conflict within teams
- early psychosocial risk indicators

When issues become more complex, your consultant can draw on Responder Care's wider bench of **specialist advisors**, including HR, legal and mediation expertise.

But **the relationship stays consistent**. You still work with the consultant who knows your business and understands your situation.

For many leaders, Team Care becomes invaluable – a trusted space to think things through before problems escalate.

## TOTAL CARE

### Supporting you when the stakes are higher

Total Care is designed for businesses where the **complexity** of people leadership is greater and the **consequences** of getting things wrong are higher.

It includes everything within Team Care, while providing additional support when situations move beyond everyday people challenges.

In addition to ongoing leadership guidance, Total Care provides access to Responder Care's **Crisis Care** advisory service – ensuring leaders have experienced support available when serious incidents affect their team.

Should a traumatic workplace event occur, Total Care clients also receive priority and discounted access to our **Crisis Response** service, where a Responder Care consultant can attend your workplace to help stabilise the situation and support your people.

Total Care also provides **practical resources** that help leaders stay ahead of emerging obligations, including access to:

- psychosocial risk self-audit tools
- workplace policy and guidance templates
- up-to-date legislative information across Australian jurisdictions

Total Care ensures that support is available not only when things are stable - but when situations become difficult or unexpected.



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