



Leaders in Positive Absence Management

We help our clients improve employee wellbeing and reduce unplanned absenteeism by up to 40%.

Take control of workplace absenteeism

Direct Health Solutions (DHS) early intervention absence management program - AbsenceAssist - delivers significant cost savings for your business by reducing sick leave and unplanned absence rates, getting employees back to work faster, and enabling managers to identify and resolve problematic absence patterns.

Our comprehensive service combines four key areas - 24x7 telehealth advice and support, AbsenceTrack reporting, program support, and training and consulting.

AbsenceAssist centralises the recording and reporting of absence and is powered by our world class AbsenceTrack software. Our service provides a single point of contact for employees to report an absence, confidential health advice and support for employees, automated management workflows, and accurate real-time absence reporting and data analytics, and more.

How the process works

AbsenceAssist

DHS clients consistently report a positive cultural shift and sustainable improvements in the way absence is managed.

For employees



Report Absence

Employee reports absence to AbsenceAssist line



Nurse Advice and Support

Nurse offers health advice and back to work support



Record and Notify

Nurse records absence details and notifies business via email / SMS



Welfare Check

Manager checks in with employee to ensure fitness for duty

For managers



Return to Work Interview

Manager conducts engaging and proactive return to work conversation upon employee's return



Trigger Management

Manager receives automatic alerts for employees reaching excessive absence and set trigger points



Absence Monitoring

Manager monitors performance of individual employees with concerning absence patterns

Powered by AbsenceTrack

AbsenceTrack is DHS's powerful reporting software platform that gives managers instant access to real-time attendance information, and the visibility they need to get on top of absence fast.

Key features



Central online portal



Instant tracking of rates, causes, frequency and absence duration



Real-time dashboards and insight tools



Online return to work tasks and reminders



Return to work and compliance metrics



PC, tablet, smartphone friendly



Cloud reporting



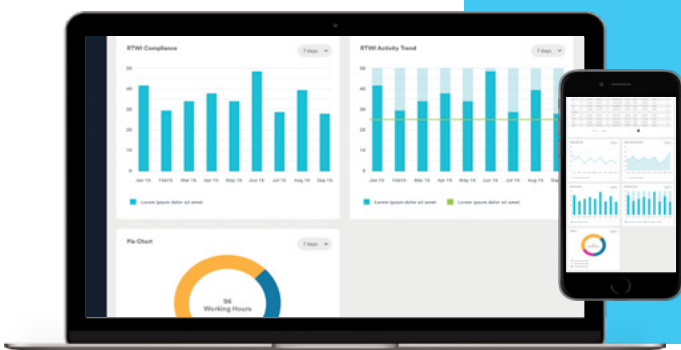
Safe and secure



Integration with payroll and rostering

Like all DHS software platforms, AbsenceTrack is available on its own or as part of an integrated absence management solution - the only one of its kind in Australia.

AbsenceTrack offers best-in-class support for organisations managing absence in-house.



Program support

Did you know, 92 million working days are lost each year through unexpected absences?

As part of our comprehensive absence management program, we provide a dedicated Program Manager to guide and support your leaders during and post implementation.

We take the time to listen to your feedback and make every effort to adapt the program so that it achieves your business goals and objectives.

Your Program Manager will deliver:

An exceptional customer experience

A simple step-by-step program implementation plan

Tailored training packages for a seamless change transition

Regular proactive program support meetings

Training & consulting

Training

DHS combines a deep understanding of absenteeism and business wellbeing with expertise in organisation design and behaviour. We offer custom training solutions in Absence Management Fundamentals, Absence Typology and Case Coaching, Attendance Leadership and Culture Management, and Resilience and Mental Health.

Consulting

DHS takes a collaborative approach to strategy development engaging with key leaders across the business. We offer an expert independent lens to analyse informal beliefs and assumptions, and identify gaps against industry best practice. We then present a complete implementation road map with clearly defined absence reduction strategies.

By partnering with DHS we will:

Develop or review your current absence management program

Ensure your revised program includes standardised processes and best practice approaches

Provide subject matter expertise and access to a library of resources throughout the lifecycle of the project



**24x7 Nurse
contact centre**



**AbsenceTrack
reporting**



**Program
support**



**Training &
consulting**

A comprehensive absence management program

Proven results



**45%
absence
reduction**

A leading telco with over 4,000 employees contracted DHS to reduce absenteeism and improve productivity across the organisation's multiple locations.

Results:

- After one year, absence reduced by 27%
- After four years, absence reduced by 45%
- Organisation is now saving \$4,000 per employee per annum



**7.8m
in savings**

DHS partnered with one of Australia's iconic entertainment organisations to manage a \$13.5 million per annum absenteeism problem among its 2,200-strong workforce.

Results after four years:

- 35% reduction in absenteeism levels
- Savings estimated at \$7.8 million

AbsenceAssist 24x7

Direct benefits

For employees:

- ✔ Simple process to report an absence
- ✔ Confidential wellbeing support
- ✔ Free healthcare for adult family member
- ✔ Referral to health services (e.g., EAP)

For HR and managers:

- ✔ Automated workflows reduce admin time
- ✔ Powerful dashboards and data analytics
- ✔ Efficient processing of unplanned leave
- ✔ Immediate access to online discussion tools and employee records

For the organisation:

- ✔ 25% absence reduction
- ✔ Measurable return on investment
- ✔ Integration with existing health programs
- ✔ Positive cultural shift

About us

DHS is the leading provider in absence management, injury management, and preventative health solutions. We have enabled organisations in every major industry sector to develop healthier, safer and more productive workplaces. Our programs reach in excess of half a million employees each year, improving their working lives. Results are delivered through our 24x7 Nurse Contact Centre, state-of-the-art technology, and geographically wide-spread preferred network of occupationally trained doctors and allied health practitioners.

What we offer

- 24x7 AbsenceAssist service
- 24x7 InjuryAssist service
- RTW & claims management
- Incident management
- Employment medical programs
- Bespoke telehealth assessments
- In-house software solutions
- Specialist training & consulting

Contact us now

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