

PROACTIVE WELLBEING FOR YOUR PEOPLE

WE ARE A PEOPLE BUSINESS FIRST.

Regular, personalised text check-ins that look after supermarket, night fill and distribution centre teams every day. **No app to download. No login. Every generation understands a text.**

PROACTIVE OR AFTER AN INCIDENT: MORE THAN A TEXT MESSAGE

1

Check-in sent

A proactive wellbeing check-in, or after an incident or emergency event


2

Every reply triaged

Replies are free for employees*, and every reply is triaged and responded to


3

Who needs help identified

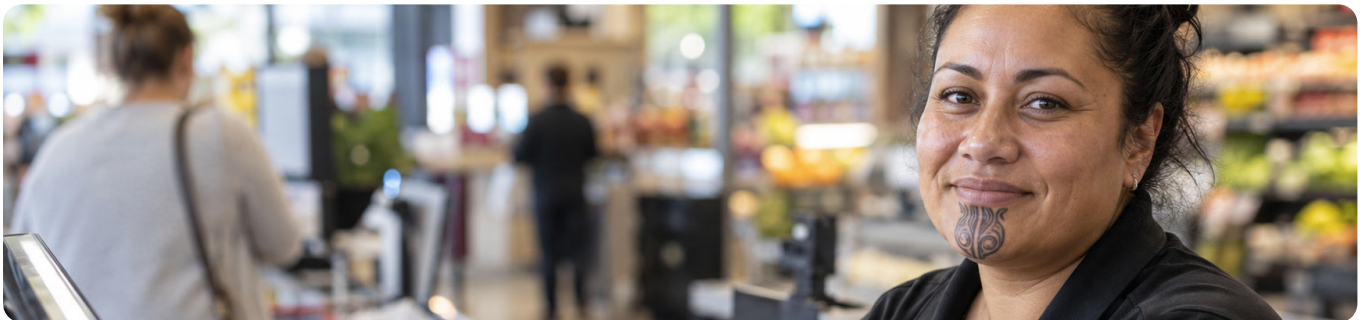
People who ask for support are flagged for follow-up


4

Connected to professional support

Your preferred professional support

*Once connected to your communication provider.



01 REACH OUT

Everyday and after-incident check-ins

By name, to one store, one shift, or every team. Send now or schedule.

02 FOLLOW THROUGH

Help that doesn't slip

Anyone who says they'd like support hears from your approved professional support, who will be in touch. Missed follow-ups are escalated.

03 ANY HOUR

Built for night fill

Check-ins reach staff on any shift, and AI-4U is there 24/7.

04 SEE HOTSPOTS

Confidential psychosocial risk assessment

8–12 minutes for staff. Shows where pressure sits by store or shift, and supports your psychosocial risk management.

FREE FOR STAFF TO REPLY

once connected to your communication provider.

MULTILINGUAL

Check-ins in the languages your teams speak.

TRY IT FIRST

Free 2-week pilot of Custom SMS + AI-4U for up to 10 staff.

DAY SHIFT: THE FRONT LINE

Checkouts, service desk, shelf and deli teams deal with the public all day, often short-staffed.

2 IN 5

NZ retail workers (2021 data) got the support they needed after aggression.

FIRST Union 2021, cited by ShopCare (2024)

90.8%

of NZ supermarket workers say their store is understaffed.

FIRST Union survey, 2024 (n=1,514)

88%

of Australian retail and fast-food workers were verbally abused in the past year; **25%** were physically assaulted, double the 2023 figure.

SDA 2025 survey (n=2,592)

Customer abuse and retail crime

About a third of NZ supermarket workers have been verbally assaulted or threatened at work, and 30% have had to confront thieves (FIRST Union 2024). Among Australian retail and fast-food workers, 59% were abused by the same customer more than once (SDA 2025).

Understaffing and workload

39% name understaffing as their #1 issue, 69% have considered quitting, and about 40% feel unsafe at least sometimes (FIRST 2024).

Cost of living

Nearly three in four (74.4%) say their wages don't cover regular living costs. 53.7% said they couldn't cover an unexpected \$500 bill tomorrow (FIRST 2024).

Weak support after incidents

Security spending deters offenders, but checking on the worker often relies on them calling for help themselves. Only 2 in 5 NZ retail workers got the support they needed (FIRST Union 2021, via ShopCare).

NIGHT SHIFT: WORKING WHEN OTHERS AREN'T

YOUR NIGHT FILL TEAM WORKS WHEN YOUR EAP DOESN'T.

Fatigue

Shift work is associated with about 28% higher odds of poor mental health and 33% higher odds of depressive symptoms (meta-analysis, 28,431 people).

Isolation and lone working

Fewer people on site overnight. In Australia, Victoria's 2025 psychological health regulations name remote or isolated work as a psychosocial hazard.

Distribution-centre pressure, and no support after hours

Productivity monitoring was a key issue in a 2024 Australian distribution-centre strike (ABC News, Dec 2024). Overnight, managers and support services are often off site.



HOW WELLBEINGSOLUTIONS HELPS

Pain point	How we help
Abuse, robbery or assault	✓ A same-day personalised SMS check-in to the affected team. Every reply is acknowledged, and support will be in touch with anyone who asks.
Staff not reaching out	✓ Check-ins come to staff, instead of waiting for them to call.
Night fill, DCs, lone workers	✓ Check-ins at any hour, plus AI-4U 24/7 to guide people to support.
Understaffing, fatigue, rostering	✓ The Confidential psychosocial risk assessment shows hotspots by store or shift.
Many stores, one view	✓ Leadership reporting across every store and shift.
Diverse teams	✓ Multilingual check-ins.
Floods, outages, emergencies	✓ An "Are you safe?" check in across every store quickly.

LEADERSHIP REPORTING & AI-4U

Confidential psychosocial risk assessment

See where pressure sits across your stores and shifts, from customer aggression to workload and fatigue. Supports your psychosocial risk management. **Full details on page 6.**

Text message · Today 2:14 pm

Hi Mere, it's Sam from the store team. Just checking in after this morning's incident at the checkouts. How are you feeling? Reply Yes if you're OK, or No if you need support.

No. I'd like some support. Still a bit shaken tbh

Thanks for letting us know, Mere. Stay strong. Professional support will be in touch shortly. Always remember, you are never alone. ❤️

Example only. Your questions, your answer options, your wording, sent when you choose.

Fully customisable. Your questions and your answer options, from a simple Yes/No keyword to replies in their own words.

Leadership reporting across every store and shift

Leadership reporting: see check-in reach, replies, who has asked for support and whether follow-ups happened, across every store and shift.

AI-4U, 24/7

Confidential 24/7 web chat that guides people to support, including recognised helplines and your chosen support, at any hour.

AI-4U guides people to support. It does not diagnose and is not an emergency service.



MORE THAN A TEXT MESSAGE: WHAT HAPPENS AFTER SOMEONE ASKS FOR HELP

A text reaches people where they are. What happens next is professional support, a confidential history, and anonymous reporting for leaders.

1 Check-in sent

The business writes its own check-in text and sends it to staff.

2 Instant reply and triage

When someone replies 'No', the system sends a warm reply straight away and flags them for support.

3 Professional support notified

The business's professional support or EAP gets an email with the person's name, mobile number, the question asked and their answer.

4 The full story, in confidence

Support signs in and opens the person's profile to see their history.

5 A conversation that captures what matters

Support records the call in the contact section, with the person's name if they agree or anonymously if not.

6 A clear plan

Support creates a support action with guidance for the person and books a follow-up call.

7 No one falls through the cracks

If a follow-up isn't updated in time, the system escalates and alerts the business admin to assign someone else. The admin is only told the callback is overdue, never the person's details.

Support also records the circumstances, a risk rating and any prior support. This feeds anonymous leadership reporting, never names.

PRIVACY AND SECURITY: ROLE-BASED ACCESS

Each business creates its own roles and decides exactly what every user can view, create, edit or delete. Professional support can see an employee's replies, profile, history, cases and support actions. A business admin can manage contacts and send check-ins, but can't see what people reply or any personal information they share. Leaders see anonymous reporting only.

Example roles (created by the Account owner)	Contacts	Support action	Cases	SMS
Professional Support	View, Edit	View, Create, Edit, Delete, Close	View, Create, Edit, Delete	View, Send
Business Admin	View, Edit	Off	Off	Send

The Account owner sets up the account and creates each role. Example permissions as shown on wellbeing-solutions.co.

DATA PROTECTION

Role-based access

Each user sees only what their role allows.

Full audit log

A time-ordered record of every action users take, kept for 120 days.

Recycle bin safety net

Deleted records are kept for 60 days before permanent deletion. Only administrators can permanently delete, and other users can restore their own records.

Confidential by design

Individual replies and history are visible only to professional support.

LEADERSHIP REPORTING: ANONYMOUS TRENDS, NOT NAMES

See check-in reach, replies, who has asked for support and whether follow-ups happened, across every site and shift. Leaders see anonymous trends by category, never individual replies.

EXAMPLE REPORT, FICTIONAL DATA Fully customisable in Power BI

Category

All ▾

Gender

All ▾

Age Bin

All ▾

Primary Ethnicity

All ▾

Region

All ▾

Occupation

All ▾

Term of Employment

All ▾

No. of New Cases

Year	Month	Count
2025	October	12
2025	November	15
2025	December	9
2026	January	8
2026	February	21
2026	March	18
2026	April	14
2026	May	11
2026	June	16
2026	July	13
2026	August	19
2026	September	17
Total		173

Priority Level

Year	High	Medium	Low	Total
2025	5	13	18	36
October	2	4	6	12
November	2	5	8	15
December	1	4	4	9
2026	20	49	68	137
January	1	3	4	8
February	4	7	10	21
March	3	6	9	18
April	2	5	7	14
May	1	4	6	11
June	2	6	8	16
July	2	5	6	13
August	3	7	9	19
September	2	6	9	17
Total	25	62	86	173

Presenting Issues

Year	Family	Fatality or Grief	Health or Injury	Mental Health	Workload	Total
2025	9	4	6	10	7	36
October	3	1	2	4	2	12
November	4	2	2	4	3	15
December	2	1	2	2	2	9
2026	31	14	22	41	29	137
January–June	20	8	13	27	20	88
July–September	11	6	9	14	9	49
Total	40	18	28	51	36	173

Support teams and leaders can filter trends by category, region, occupation and more. Leaders only ever see anonymous totals.

Example leadership report (Power BI). Fictional data for illustration only.



THE CONFIDENTIAL PROFILE

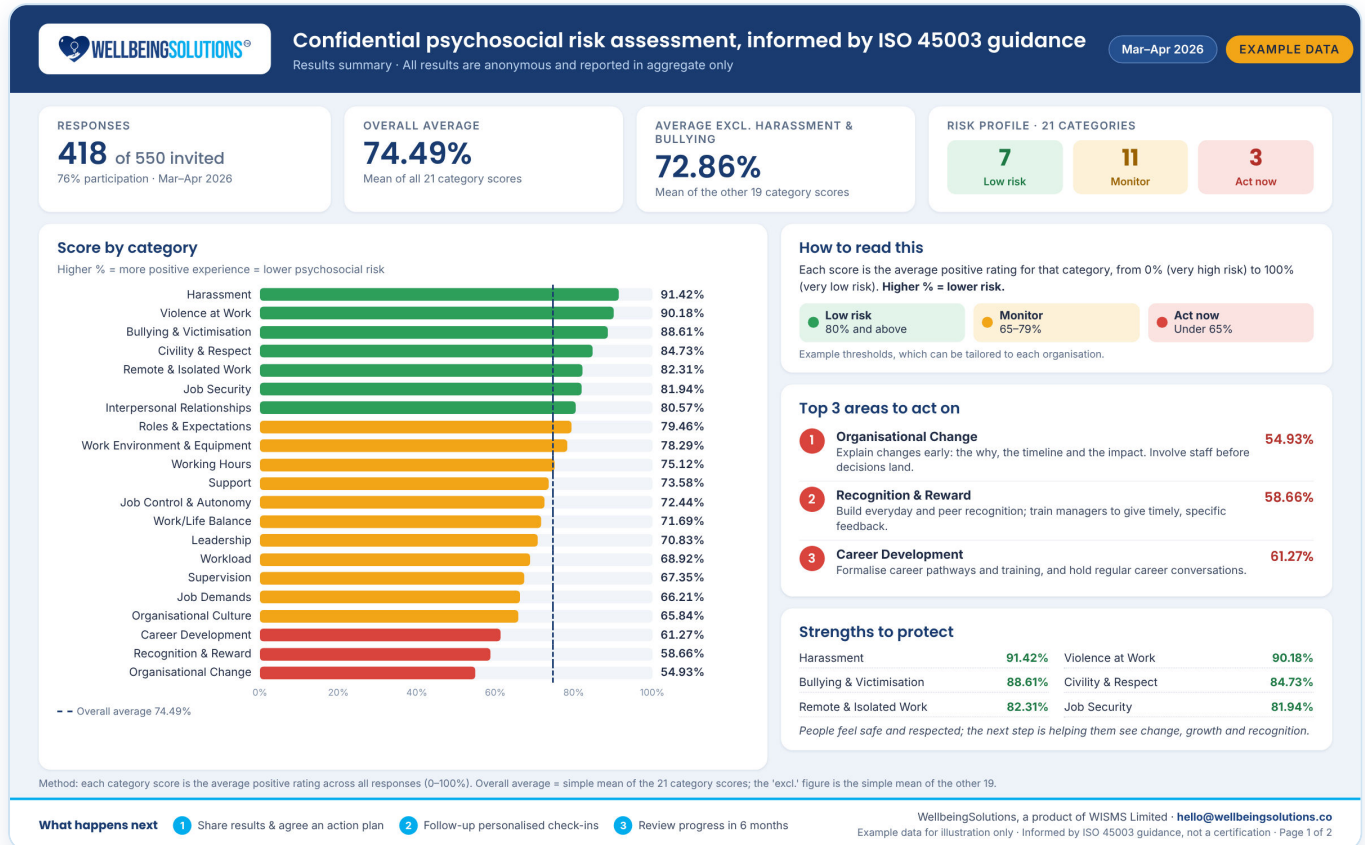
Only professional support can open a person's profile. It brings their check-in replies, contacts and support actions together, so support sees the whole story before they call.

- Every reply, in date order
- Contacts recorded, named or anonymous
- Support actions and booked follow-ups
- Business admins can't see it

PSYCHOSOCIAL RISK ASSESSMENT

Understand the conditions affecting your people. Use their feedback to guide practical workplace improvements.

The assessment takes 8–12 minutes. It is sent by text or email, and no personal information is asked. Informed by ISO 45003 guidance.



Example results dashboard. Fictional data for illustration only. All results are anonymous and reported in aggregate.

New Zealand

Informed by ISO 45003; helps you meet your duty under the Health and Safety at Work Act 2015, which covers mental as well as physical health, including psychosocial risks. Anonymous workforce feedback can help you record hazards and controls in your own psychosocial risk register.

Victoria

WorkSafe Victoria's Occupational Health and Safety (Psychological Health) Regulations commenced on 1 December 2025. They set out how employers identify psychosocial hazards and control the risks.

New South Wales

SafeWork NSW publishes a Code of Practice for managing psychosocial hazards at work. New NSW psychosocial laws passed in Feb 2026 and are not yet in force.

In Australia, WellbeingSolutions supports your psychosocial risk management under work health and safety laws (OHS in Victoria). Our approach is informed by ISO 45003 guidance. It is not ISO certification, a diagnostic assessment or a guarantee that an organisation meets its legal duties.

FROM ASSESSMENT TO ACTION

1. Agree the scope, participating groups and privacy arrangements.
2. Gather workforce feedback and consult people about work pressures and support.
3. Review aggregated findings in leadership reporting.
4. Prioritise practical controls, assign owners and review progress with workers.

Participation is voluntary. Responses are not used for recruitment, disciplinary, performance or site-access decisions.

OPTIONAL ADD-ON PRICING

Staff	Year 1	Year 1 with offer (3-year)	Years 2–3 (3-year)
Up to 100	\$2,995	\$1,497.50	\$1,995
101–249	\$4,495	\$2,247.50	\$2,995
250+	Quote	Quote	Quote

Yearly add-on to the core bundle, + GST. 50% off year 1 on a 3-year agreement with Custom SMS check-ins. 1-year agreements pay the full price.

START WITH A FREE 2-WEEK PILOT

- 1 Tell us about your team**
One store, one shift or a night fill crew, up to 10 staff.
- 2 We set up your check-ins**
Your questions, your wording, your languages. We'll be in touch to get your check-ins set up quickly.
- 3 Staff reply, support follows**
Every reply is acknowledged, and support will be in touch with anyone who asks.
- 4 See how it went**
A short summary of how your pilot went.

The free pilot covers Custom SMS check-ins and AI-4U for up to 10 staff. Free for staff to reply once connected to your communication provider. **You decide within 7 days.**



After a "No": instant reply and triage, your professional support is notified, and no one falls through the cracks. See the 7 steps on page 4.

TRY IT FREE FOR 2 WEEKS

www.wellbeingsolutions.co/pilot

hello@wellbeingsolutions.co
www.wellbeingsolutions.co

Sources

FIRST Union, NZ supermarket worker survey, May 2024 (n=1,514): workersfirst.nz/hawkfile/1216/original/FIRSTsupermarketsurvey-final.pdf.

FIRST Union 2021, cited in ShopCare, Violence & Aggressive Behaviour White Paper, Oct 2024: shopcare.org.nz.

SDA (Australia), 2025 survey of retail and fast-food workers, fieldwork Sep–Nov 2025 (n=2,592): sda.au. Self-selected union member sample.

Shift work and mental health meta-analysis (n=28,431): pmc.ncbi.nlm.nih.gov/articles/PMC6775929. Shift work generally, not supermarket-specific.

WorkSafe Victoria (Australia), guidance on remote or isolated work / OHS (Psychological Health) Regulations 2025. ABC News (Australia), Dec 2024, distribution-centre industrial action.

Union surveys are self-selected samples of members.

Example names and messages are illustrative.

SIMPLE, PUBLISHED PRICING.

SPECIAL OFFER

50% off year 1 on a 3-year agreement

Core bundle. Offer ends 11:59pm NZDT, Tuesday 15 December 2026. Not applicable to setup.

Store size (staff)	Core bundle 3-year, per year	Year 1 with offer (3-year)	Core bundle 1-year
Under 30	\$2,995	\$1,497.50	\$3,495
30–100	\$3,995	\$1,997.50	\$4,495
101–249	\$5,495	\$2,747.50	\$5,995
250+ and large distribution centres	Quote	Quote	Quote

Core bundle: Custom SMS check-ins + AI-4U + leadership reporting. Prices per store per year, + GST. CPI applies annually on multi-year agreements.

Worked example: a store with 30–100 staff, core bundle, 3-year agreement

YEAR 1: \$1,997.50 (50% off \$3,995) · Years 2–3: \$3,995 + CPI each

 3-year total from **\$9,987.50 + GST** (plus CPI, excluding setup).

Multi-store savings

Stores	Discount per store
5–19 stores	10% off each store
20+ stores	15% off each store
Chain or head office	Quote

Optional: Confidential psychosocial risk assessment

Staff	Year 1	Years 2–3 (3-year)
Up to 100	\$2,995	\$1,995
101–249	\$4,495	\$2,995
250+	Quote	Quote

Yearly add-on to the core bundle. 50% off year 1 on a 3-year agreement (\$1,497.50 / \$2,247.50). Not part of the free pilot.

Setup

\$995 per group, or **\$495** on a 3-year agreement signed within 7 days of your pilot summary. Plus **\$295** per additional store.

Included at no extra cost: casual and night-shift staff. Staff changes within your band are free, reviewed yearly. No app download. Free for staff to reply once connected to your communication provider.

STEP 1: START WITH A FREE 2-WEEK PILOT

www.wellbeingsolutions.co/pilot

Custom SMS + AI-4U, up to 10 staff

www.wellbeingsolutions.co · hello@wellbeingsolutions.co