

# Employee Assistance Program

## What is an Employee Assistance Program?

Your **Employee Assistance Program (EAP)** is a confidential counselling service for employees and their eligible family members, paid for by your employer at no cost to you. This service is provided by an independent, professional organisation called Davidson Trahaire Corpsych (DTC). All DTC counsellors are qualified, experienced professionals who have extensive training and experience in counselling, coaching and workplace consulting.



## Assistance the EAP can provide

Your EAP offers short-term, solution focused counselling. The counselling discussion is informal, friendly and focused on your needs. It can be provided face-to-face or over the telephone, whichever is more convenient for you. EAP counselling can help you to ...

- clarify a problem;
- identify options; and
- develop plans to approach difficult issues in a constructive manner.

In addition your EAP can assist you with coaching and strategies to deal with your work and life journey. After counselling, your EAP counsellor may suggest that other further assistance may be useful. If you choose to take up a referral outside of your EAP, you are responsible for any costs that may apply. Where possible, referral is made to a service that is provided free of charge.



## Issues your EAP can assist with

Your EAP is provided to assist with a broad range of personal or work related issues including:

- Relationships
- Work/life balance
- Career
- Change
- Family, child & eldercare
- Anxiety, stress & depression
- Difficult customers
- Suicide
- Team performance
- Communication
- Work crisis & trauma
- Violence & anger
- Bereavement, grief & loss
- Alcohol & addictions
- Work performance difficulties
- Legal & financial
- Conflict
- Managing life stages
- Bullying & Harassment
- Redundancy/career transition
- Gambling

If you have concerns about any of these issues then your EAP may be of benefit to you. Often, the longer an issue remains unattended, the more your life that may be affected by it. Early assistance with a minor issue may prevent it from developing into a major one.

## How to access the EAP

EAP appointments can be made by simply telephoning DTC. Your manager/supervisor or Human Resources may suggest the use of the EAP, but the decision is always voluntary.

You may use the EAP in your own time. In this case, no one will know. You may request, through your manager, to attend an initial visit in work time. If approved, you should agree to a suitable time with your manager/supervisor before confirming a time with DTC. It is not necessary to disclose the nature of the issue to your employer when requesting time to attend.

## Assisting managers

Managers may at times wish to suggest to a staff member that they may benefit from using the EAP. There may be some employees who are in need of assistance, who are not performing, or who are not coping with their work. While EAP support may be highly beneficial, the decision on whether or not to attend is entirely up to the employee under these circumstances.

## Confidentiality

All EAP consultations are strictly confidential. DTC does not share information about you with anyone unless authorised to do so by you in writing, or if required under Australian law.

In the case of a workplace issue, you may authorise your counsellor to discuss the matter with your manager, or another person you nominate to help address the situation.

## Using the EAP

### HAVE YOU EXPERIENCED ...

- Waking during the night concerned about problems
- Irritability or anger about issues, especially the small things
- Feeling withdrawn from situations or people
- Worrying or negative thoughts
- Feeling helpless in regard to resolving an issue
- Other people indicating "you are not yourself"
- Lethargy, reduced energy and lack of drive
- Emotional outbursts or feeling teary
- Long work hours but feeling you are achieving very little
- Uncharacteristic accidents at work or home
- Trouble concentrating and/or forgetting things
- Feeling depressed or very down
- Uncertainty about how to approach a situation
- Concern about a relationship at home or work
- Conflict at home or work

If any of these experiences are causing concern, your EAP can assist you.

For confidential information and appointments call: **1300 360 364** (inside Australia)  
**61 2 8295 2292** (outside Australia)

**managerAssist<sup>®</sup>** is an EAP advisory service that assists managers and team leaders in managing situations such as:

- ▶ an employee with problems impacting on work performance or behaviour;
- ▶ interpersonal conflict;
- ▶ a distressed or troubled employee;
- ▶ assisting an employee to cope with change; or
- ▶ difficulties with team functioning.

**managerAssist<sup>®</sup>** provides strategies, suggestions and options.

A manager/team leader accessing the service decides on appropriate action, applying your own relevant HR policy. The manager/team leader remains in control in managing the situation.

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“  
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options for managers.  
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