

## Employee Assistance Program

Employee Assistance Program (EAP) is a confidential employer-funded support service supplied to Royal Flying Doctors SA and NT employees, immediate family and operational volunteers experiencing personal or work-related concerns. Immediate family includes your spouse, partner, children or others living in your household.

Human Psychology provides a strictly confidential and effective counselling process that is solution-focused and practical. The service is aimed at enhancing wellbeing and mental health, and can be accessed face-to-face, by phone or Skype.

Accessing assistance is an act of independence and strength which will empower you to make positive changes in your life.



# Human Psychology

Think. Feel. Perform. Better.™

Please refer to the Human Psychology website for details about the team. Call or email Reception to arrange an appointment that is convenient for you.

### Human Psychology

120 Rundle Street  
Kent Town SA 5067

#### Phone:

1300 277 924

#### Email:

reception@humanpsychology.com.au

#### Website:

www.humanpsychology.com.au

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## Counselling services

EAP is useful for a variety of personal, emotional or work-related matters including:

- ▶ anxiety, depression and emotional health
- ▶ workplace conflict or disharmony
- ▶ coping with organisational change
- ▶ stress and burnout
- ▶ reactions to traumatic or distressing events
- ▶ grief and bereavement
- ▶ misuse of alcohol or other drugs
- ▶ interpersonal relationships
- ▶ marriage and family relationship difficulties
- ▶ basic financial issues
- ▶ schooling and study difficulties.

EAP can also provide specific and culturally appropriate counselling services for cultural and linguistically diverse employees such as:

- ▶ for Aboriginal and Torres Strait Islander
- ▶ for Lesbian, Gay, Bisexual and Transgender (LGBTIQ).

## Manager Assist

Management support is also available and the EAP can assist with consulting and coaching services to assist management to:

- ▶ resolve workplace issues
- ▶ develop practical intervention strategies
- ▶ address inappropriate/difficult behaviour coaching.

## About EAP

EAP is provided by RFDS to employees, immediate family members and operational volunteers at no cost to you.

You can access up to 6 one-hour sessions per calendar year. If longer-term counselling is recommended, the psychologist will discuss options with you including a referral and any costs to be incurred.

Human Psychology will work hard to accommodate your preferences for a psychologist. Phone counselling or Skype are options also available counselling options.

The sooner you recognise a problem and discuss it with someone objective and qualified, the easier it can be to resolve the problem.

## How do I access EAP?

Simply call 1300 277 924 and arrange a convenient time either face-to-face, by phone or Skype. Use of EAP is never compulsory but it may be recommended if your work performance is being affected.

## What about confidentiality?

Confidentiality is assured and maintained. Discussions with a psychologist remain strictly confidential.

Psychologists are bound by a professional code of ethics, preventing them giving out personal details without your written consent.

In some cases, it may be helpful for the psychologist to hold a discussion with a particular person in your workplace, like your manager. This would only occur