

Employee Assistance Program

Employee Assistance Program (EAP) is a confidential employer-funded support service available to employees and immediate family members experiencing personal or work-related concerns. Immediate family include your spouse, partner, children or others living in your household.

Human Psychology provides a 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 via face-to-face consults, and by phone or Skype.

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



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



Employee Assistance Program.





Counselling services

EAP is provided for a variety of personal, emotional and 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:

- ▶ Aboriginal and Torres Strait Islanders
- ▶ Lesbian, Gay, Bisexual and Transgender (LGBTIQ) individuals.

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

- ▶ Resolving workplace issues
- ▶ Developing practical intervention strategies
- ▶ Addressing inappropriate/difficult behaviour

About EAP

EAP is provided by the City of Charles Sturt to staff and immediate family members at no cost.

You can access up to 4 one-hour sessions per calendar year between the employee and their immediate family. If longer-term counselling is recommended, the clinician 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 clinician. Phone counselling is an option if you need to speak to someone urgently.

The sooner you recognise any problem and discuss it with someone who can be of assistance, the easier it can be to resolve the problem.

How do I access EAP?

Simply call 1300 277 924 and arrange a convenient time via face-to-face consult, or by phone or Skype. The use of EAP is never compulsory however it may be recommended if your performance at work is being affected.

What about confidentiality?

Confidentiality is assured and maintained. Discussions with a clinician remain strictly confidential. Clinicians 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 clinician to hold a discussion with a particular person in your workplace, like your manager. This would only occur with your written consent.