

### **What is an EAP?**

An Employee Assistance Program (EAP) is a confidential counselling service for employees that their employer pays for.

### **How can an EAP help me?**

An EAP can help you deal with work-life stressors, relationship and family issues, financial concerns, and even drug and alcohol problems or legal concerns. You or your immediate family can access sessions each year with a qualified counsellor to help you manage life and work.

### **What are the qualifications of the EAP counsellors?**

APMHA HealthCare has a multidisciplinary workforce of psychologists, mental health social workers and credentialed mental health nurses, all experienced in providing tailored mental health support across a broad range of issues.

### **Why is my employer paying for an EAP service?**

Happier employees are productive employees. Given most of us spend a significant part of our life at work, it is only logical for employers to promote and support the health and wellbeing of their staff.

Having access to EAP allowing employees have a confidential place to go to for their personal problems, so they don't carry over into the workplace.

### **Is it confidential?**

Absolutely! Our counsellors are required by law and by their professional code of ethics to keep anything you share in a session confidential.

The only exceptions are when the counsellor;

- has your consent to share information, and the two of you have agreed on what information will be shared and who it will be shared with.
- is concerned that a person might hurt themselves or hurt others. In these cases, the counsellor is required by law to disclose this information whether they have your consent or not.

### **What EAP information will be released to your employer?**

We provide regular deidentified reports to [org]your employer on how the EAP has been assessed. This information includes:

- Total number of people and sessions accessed
- An overview of why people are using the EAP service (eg relationships, workplace stress, bullying, financial problems etc)
- What type of people are using the EAP including whether they are an employee or family member; demographic information such as gender

or age range and role in the organisation (eg manager, sales, administration etc).

**Please Note:** We will not report any information to your employer that may identify an individual because of unique characteristics or identified role. For example, if an organisation only has a small number of people involved with sales or over the age of 55, we would not use these categories in our reports.

### **How do I access the EAP?**

You can access the EAP between 9am - 5pm, Monday to Friday. Simply call **1300 514 811 and dial 1** to speak to our friendly intake staff. You can also email [eap@apmhahealthcare.com.au](mailto:eap@apmhahealthcare.com.au). Please remember when emailing or calling us to let our staff know what organisation you are from!

### **How do I access after-hours debriefing if there has been a significant incident at work?**

Your workplace has an out of hours mobile number which is manned from 5-9pm Monday to Friday and 9am-9pm on the weekend. Contact [insert contact] if a workplace incident requires urgent debriefing and support.

### **What will happen when I call?**

The intake staff will ask for basic contact information and about your needs and preferences for counselling;

- The type of issue you want support with
- If you prefer a male or female counsellor
- If you want counselling face to face or over the phone.

After we have gathered your contact information, a counsellor who best meets your needs will contact you to arrange your first appointment.

### **Who do I contact if I have more questions, any concerns or if I wish to change counsellors?**

Please contact APMHA HealthCare on 1300 514 811 or email us at [eap@apmhahealthcare.com.au](mailto:eap@apmhahealthcare.com.au).