

Staff Wellbeing Access Program (SWAP) FAQs



What is a SWAP?

SWAP is a program that has been established to provide information, initial support and referral pathways to free and confidential counselling. It is specifically targeted to staff and managers who work in residential age care facilities.

How can SWAP help me?

Our qualified and experienced program team will help with a range of issues such as COVID trauma, anxiety, stress, depression, sleep issues or concerns about and drug and substance use. SWAP offers workplace mental health information and training and connection to a counsellor through telephone, face to face or via secure telehealth platform – in a convenient way for you.

What are the qualifications of the SWAP Team?

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. Our SWAP team primarily includes credentialed mental health nurses who have extensive experience in both the public and primary sectors.

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.

Please Note: We will not report any information to your employer that may identify an individual because of unique characteristics or identified role.

How do I access SWAP?

You can speak with our friendly SWAP team between 9am - 5pm, Monday to Friday on **0456 969 934** to discuss your needs or to make any requests for your facility.

We have a confidential survey where you can make requests and ask for someone get in touch with you – www.surveymonkey.com/r/RACFWforce

You can also email sharyn@apmha.com.au or monique@apmha.com.au.