

# Employee Assistance Program.

## Employee Assistance Program

Employee Assistance Program (EAP) is a confidential employer-funded support service available to City of Unley employees, their immediate families and volunteers experiencing personal or work-related concerns. Immediate family includes 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.



## About EAP

EAP is provided by the City of Unley employees, their immediate families and volunteers at no cost.

You can access up to 6 one-hour sessions per calendar year. If longer-term counselling is recommended, your 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 will 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 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.

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## Counselling services

EAP is provided 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).

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.



## 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 to you.

### Human Psychology

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