



EMPLOYEE ASSISTANCE PROGRAMS

ACCESS Programs is an organisation which ensures the integrated and consistent provision of Employee & Management Assistance Program (EAP) services to all employees of our customer organisations across Australia.

It is the belief of all at ACCESS Programs that the optimal method of service delivery to customer organisations is through the employment of a core group of highly qualified, skilled and experienced counsellors. ACCESS Programs provides EAP services to meet the needs of customer organisations employees and managers anywhere in the country.

This enhances all aspects of the ACCESS Programs EAP, from the type of counselling services provided to the way the program is organised, implemented and monitored.

ACCESS Programs works with organisations to provide tailored Employee Assistance Programs and has demonstrated ability to professionally and effectively fulfil the specific needs of customer organisations.

As a leading Australian provider of Employee Assistance Programs, ACCESS Programs offers a diverse range of services.

Counselling on issues such as:

- Work related problems including interpersonal conflict, work stress, work performance, workplace change, work satisfaction, etc.
- Personal problems including relationship issues, family issues, health, substance abuse, individual issues such as depression and anxiety, etc.
- Career concerns.

Management Assistance covering activities such as:

- Advice, support and debriefing
- Problem analysis and resolution
- Change management
- Conflict management
- Management coaching
- Trauma management services
- Outplacement services
- Psychological assessments
- Referral services as relevant

Partnership for organisational & individual wellbeing

Contact ACCESS Programs on 8210 8102 or 1300 66 77 00



YOUR EAP - FREQUENTLY ASKED QUESTIONS

WHAT IS AN EAP?

An Employee Assistance Program (EAP) is a confidential counselling service designed to offer an effective means of assisting employees with problems that may eventually affect job performance and personal well-being. Through this program, employees, (and in some cases, their immediate family) have access to qualified counsellors who are located outside the workplace. These counsellors are trained to help people identify and resolve their problems.

HOW CONFIDENTIAL IS THE SERVICE?

Your ACCESS Programs EAP is totally confidential. What you talk about with your counsellor is not shared with anyone else, unless you give your written consent. All counsellors are bound by strict professional codes of ethics and confidentiality. No identifying information is reported - only the number of employees who have contacted the EAP.

EXCEPTIONS TO CONFIDENTIALITY

Your personal information will be passed on only if:

- your file is subpoenaed; OR
- you disclose a criminal offence; OR
- you express an intention to harm yourself or another person.

WHAT PROBLEMS CAN BE HELPED?

The broad ranging services offered by modern EAP's give employees support to deal with all types of problems.

The most common problems addressed include:

- Emotional stress
- Marital or family problems
- Work-related difficulties
- Career concerns
- Alcohol and other drug issues
- Interpersonal conflict
- Parenting issues

WHO CAN USE THE EAP?

All employees at any level of your organisation can use the EAP. Appointments can be made by phoning 1300 66 77 00.

HOW EXPERIENCED ARE THE COUNSELLORS?

All ACCESS Programs counsellors are fully qualified psychologists or social workers with extensive counselling experience.

HOW MANY COUNSELLING SESSIONS CAN I HAVE?

Your employer will pay for a limited number of counselling sessions. In exceptional circumstances, additional sessions may be arranged.

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