

Referring an employee to the EAP

One of the most difficult tasks for supervisors and managers is to effectively deal with an employee who is having difficulties.

As a supervisor or manager you can recommend and refer staff to our service.

- Explain that help is available through the EAP;
- Explain that it is totally confidential and that **ACCESS** Programs does not disclose to the manager or any other person the content of the counselling.
- Encourage the person to call **ACCESS** Programs but emphasise that it's entirely their choice if they use the service.

In some cases, the employee may ask the supervisor to ring to make the appointment. This is alright but only if the employee is definite that he or she wants to attend.



Manager Assistance

ACCESS Programs provides an objective, confidential and flexible service to assist managers and supervisors in achieving overall staff wellbeing and maximising employee potential. Supervisors or managers can ring us for advice about how to refer an employee or other matters.

Contact **ACCESS** Programs for confidential enquiries and appointments

In Australia call **1300 66 77 00**

In New Zealand call **0800 327 669**

In Other Countries dial your country code followed by **800 5004 0000**



EMPLOYEE ASSISTANCE PROGRAMS

INFORMATION FOR MANAGERS AND SUPERVISORS

1300 66 77 00

www.accessprograms.com.au

The Employee Assistance Program (EAP)

Your organisation has engaged [ACCESS Programs](#) to provide the Employee Assistance Program for its employees.

Employees use the EAP for a wide range of personal problems such as bereavement, relationship difficulties, depression and substance abuse, and work-related problems such as conflict, restructuring, stress and in cases of work-related traumatic events.

[ACCESS Programs](#) provides professional, confidential counselling and other assistance which is paid for by your organisation.

Other ACCESS Programs services

Critical Incident Response: [ACCESS Programs](#) provides advice, training and counselling following a workplace trauma such as fire, death, industrial accident or robbery.

Training and Facilitation: [ACCESS Programs](#) provides a range of training programs in areas including change management, stress management, leadership and team building.

Workplace Mediation: Our mediators assist in the resolution of a range of problems between employees.

Information: The [ACCESS Programs website](#), www.accessprograms.com.au, includes information, links and tips covering a wide range of topics.

The role of the supervisor

Supervisors and Managers play an important role in ensuring that the EAP is used effectively. Recognising the early warning signs of an employee in difficulty and knowing how to refer that employee to the EAP are important functions of supervisor.

The normal work pattern can vary but, over time, most employees' performance maintains a consistent pattern. Performance may change suddenly during a difficult time, such as the death of someone close. If normal work patterns do not return in a few days or weeks, this could be an opportunity to refer to the EAP as unresolved problems can seriously affect an employee's wellbeing.

Supervisors and managers can help their employees by recognising the early warning signs.

What to watch for

- Changes in work performance
- Withdrawal from interaction with others
- Being oversensitive or defensive
- Loss of interest and motivation
- Deterioration of appearance
- Increased absenteeism or lateness
- Diminished attention to detail
- Emotional outbursts, especially if they are over minor matters

These behaviours may be the result of personal problems or work-related issues such as:

- Lack of training for the role
- Shiftwork pressures
- Job uncertainty
- Workplace conflict
- Organisational restructuring
- Discrimination or harassment

