

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

Partnership for Organisational and Individual Wellbeing
Contact ACCESS Programs on 8215 6799 or 1300 66 77 00

Information on our services can be found at www.accesssa.com.au



ACCESS Programs 'OurEAP' app is available for download via iTunes and Google Play store

