

## **Employee Assistance Program** **Act Early**

The Employee Assistance Program (EAP) is a short-term, one-on-one, appointment-based counseling service for employees, set up and paid for by the employer. The issues addressed do not need to be work-related. It is a voluntary and completely confidential service that employees can self-refer to.



### Who is it for?

- ✓ Employers who want to support their employees through stressors and challenges.
- ✓ Employers in high-stress industries (e.g., long hours, high levels of client interaction, complaints handling).
- ✓ Organizations with high levels of psychological injury.

### What it involves:

- ✓ **Setting up eap:** Establishing the EAP service for the organization.
- ✓ **Employee access:** When an employee calls the EAP service line, they undergo a triage phone call to understand their issues, explain the EAP process, and book an appointment.
- ✓ **Counseling sessions:** Employees receive 3 weekly or fortnightly one-on-one sessions, with the possibility of requesting additional sessions confidentially if needed.
- ✓ **Support services:** Provides psychoeducation, skill building, and symptom management, and assists in obtaining a Mental Health Care Plan from a GP for ongoing support with a community psychologist.

### What to expect:

- ✓ **Confidentiality:** Complete confidentiality with employers not knowing which employees access the service.
- ✓ **Timely response:** A quick and smooth response to referrals, with the first session offered within 5 days of referral.
- ✓ **Experienced clinicians:** Access to suitably experienced clinicians.
- ✓ **Reporting:** Employers receive reports on overarching trends and usage rates to understand internal stressors and address them.

## When you might need this service:

- ✓ **High reported stress levels:** Identified during claim triage, phone calls, or workplace meetings if the employer reports high numbers of psychological claims or operates in a high-risk industry.
- ✓ **Non-comp-related issues:** When employees experience non-comp-related stressors such as high workloads, personal relationship issues, or workplace trauma.

## Benefits:

- ✓ **Reduced absenteeism and presenteeism:** Helps decrease the time employees are absent or unproductive at work.
- ✓ **Value for employees:** Provides an accessible support service that may be less intimidating than seeing a community psychologist immediately.
- ✓ **Quick access:** Offers faster access to support compared to community psychologist wait times.
- ✓ **Accurate capacity recommendations:** If work-related stress leads to a medical certificate, EAP can provide recommendations to GPs to ensure accurate capacity certificates, avoiding unnecessary unfit certificates.