

## Employee Assistance Program

The Employee Assistance Program (EAP) is an independent, confidential and free professional counselling service provided by the Department to support the health and wellbeing of its employees.

### What can this service be used for?

EAP can be used for personal or work-related problems.

Personal concerns may include:

- bereavement
- grief and loss
- relationship difficulties
- emotional concerns
- legal and financial referrals
- anxiety, depression and stress
- chronic and serious health issues
- gambling, substance dependency/addictions
- major life events and retirement

Work Related concerns may include:

- job demands and pressure
- workplace conflict
- retrenchment/career transition
- managing work teams
- workplace harassment
- discrimination or bullying
- career planning and management
- balancing work and personal life

### What services are available?

All services are provided by registered psychologists:

- Counselling: face-to-face, telephone and Internet-based). The toll-free hotline is available 24 hours a day, 7 days a week, 365 days a year while access to face-to-face counselling is available from 7.30am to 10pm, Monday to Friday.
- Coaching, development and support services for managers.
- Serious incident management services.
- On-site conflict resolution and mediation
- In-service training and consultation.

### Who is eligible?

- Permanent, long-term temporary employees located in schools, district offices, state offices, AMES locations.
- Employees located in TAFE NSW Institutes, colleges and campuses.
- Casual employees who are eligible for sick leave.
- Immediate family members of eligible employees.

### How often can I use EAP?

You may have up to 6 hours of free counselling sessions in any consecutive 2 year calendar period. If you need additional help you may be referred to an appropriate person or organisation.

### What do I need to do to access services?

1. Check that you, or the employee on whose behalf you are making the referral, are eligible to participate in the EAP.
2. Telephone an EAP provider to arrange a counselling session. There is no need to tell anyone or ask for approval.
3. Make an appointment (for personal issues, this should be outside of work hours).
4. Provide your employee number for verification purposes (this does not affect the confidentiality of the service provided to you). Your details will not appear on any invoice sent to the Department for payment.

### Enquiries and appointments

[Optum](#) (formerly PPC Worldwide): 1300 361 008

[Davidson Trahaire Corpsych](#): 1300 360 364

### Further information

For all general work health and safety advice contact your [local WHS Consultant](#) or call the Hotline on 1800 811 523