



EMPLOYEE ASSISTANCE PROGRAM FOR BUSINESS

Centacare's Employee Assistance Program (EAP) is designed to enhance the emotional, mental and general wellbeing of all employees and may include services for immediate family members.

EAP is...

- Free
- Confidential
- Independent of your workplace
- Can be face-to-face or by telephone
- Provided by experienced and qualified practitioners

Our EAP services provide short term counselling, workplace mediation, coaching, and critical incident support and debriefing to employees of government, non-government agencies and the private business sector.

Why seek EAP?

EAP aims to provide a safe and confidential space to discuss any concerns and to find a resolution of both work and personal problems that may be adversely affecting your performance at work and personal wellbeing.

Talking to a trained professional away from your workplace can help:

- Clarify a problem
- Identify options
- Develop plans to approach difficult issues in a constructive manner

The counselling discussion is informal, friendly and focussed on your needs.

Centacare Employee Assistance Program (EAP) is designed to help organisations harness the strength of their workforce by providing responsive services that help employers and employees reach their full potential.

When should you contact Centacare?

How you feel is always a good way of judging when you might need assistance.

Call us if any of the following is affecting you:

Professionally

- Lack of concentration or distracted by problems at work
- Getting tired or sick
- Having days off
- Feeling emotional or stressed
- Unable to cope with change
- Career concerns
- Being involved in conflicts
- Burdened by everyday concerns
- Workplace bullying or harassment

Personally

- Balancing work and family
- Relationship issues
- Parenting decisions
- Depression & Anxiety
- Communication problems
- Anger management
- Separation and divorce
- Insomnia or sleep problems
- Grief and loss

Confidentiality and Privacy

Trust is very important, no one, including your employer needs to know that you have sought counselling.

Using the EAP service at Centacare will not affect your position at work.

Centacare counsellors are independent of your employer and no information about you will be disclosed without your permission.

Counsellors, may be legally bound to disclose information in some exceptional cases, such as in the case of safety risk to self or others.

Our Staff

Our EAP staff are locally based qualified and experienced social workers, counsellors, mediators and psychologists who are committed to providing caring and professional services to organisations/businesses individuals, couples and families.

Subject to availability our staff provide EAP services in Wagga Wagga, Griffith, Albury, Finley and surrounding LGA'S.

We also offer on site Critical Incident debrief and team building when required.

How do you access EAP services?

- You don't have to tell anyone in your organisation know that you want to access EAP at Centacare.
- Just contact our main office and EAP referral centre on 1300 619 379 or Email: info@centacareswnsw.org.au
- Or you can speak with the HR team at your organisation and they will help you to get in contact with us.
- When you contact us, you will be asked to identify your employer.
- You will have a specified number of FREE sessions available to you.
- It can be provided face-to-face, over the phone or Skype, whichever is more convenient to you.
- If you wish to continue to receive support after these sessions are completed we can refer you to our other counselling services or put you in touch with other Agencies that can help you.

