



Employee Assistance
Program Handbook
Commercial-in-confidence



February 2022

WELCOME

Thank you for choosing AccessEAP as your organisation's Employee Assistance Program (EAP) provider.

AccessEAP is committed to providing your organisation with the best possible EAP service. With over 30 years' experience, we work in partnership with you to create a mentally healthy workplace. By delivering exceptional individual and organisational support and educational programs, AccessEAP assists our customers in improving their organisational culture as well as overall employee performance and productivity.

Our *People in Focus*® Framework (diagram) is a business approach that acknowledges each authentic and diverse human experience and understands that those experiences, impact an organisation, both its successes and failures. People, when prioritised, achieve personally and professionally. Those who feel valued, create value.

In essence *People in Focus*® is our unique, proprietary customer engagement model. It is the prism through which we assess your company, designing a 360-degree EAP program that, with people at its centre, will align with your workplace and cultural strategies.

The team at AccessEAP operates under a philosophy of proactive partnership and this handbook will be your primary resource for all EAP products and solutions with clear and easy-to-follow instructions for implementation.

This handbook should be read in conjunction with your organisation's contract with

OUR PEOPLE IN FOCUS FRAMEWORK



AccessEAP. Your contract contains the detailed specifications of the EAP that have been agreed.

Your designated Relationship Manager is available to respond to any queries that may arise in relation to your EAP.

We look forward to assisting your organisation in reaching its wellbeing potential.

Fiona Mackenzie

Chief Executive Officer
AccessEAP

Access Programs Australia LTD
trading as AccessEAP
ABN 81 068 235 398

“AccessEAP operates under a philosophy of proactive partnership”

CONTENTS

Employee Assistance Program Handbook

1.	Essential Program Management	1
2.	Raising Awareness and Reducing Stigma	2
3.	Individuals in Focus	4
	Individual Counselling	4
	Specialised Counselling and Consultation	6
	Assistance Programs including Student Assistance Program (SAP), Global Assistance Program (GAP) and more	7
4.	Managers in Focus	8
	Manager Support Hotline	8
	Manager Referral Service	9
5.	Organisations in Focus	10
	Critical Incident Response Management	10
	Onsite Support	11
	Coaching Services	11
	Conflict Management & Mediation	12
	Professional Supervision	13
	Organisational Consultancy	13
	Physical Health In The Workplace	13
	Career Transition	13
6.	Training in Focus	14
7.	Customer Service Levels	15-16
8.	Specialty Support Hotlines	17
9.	Feedback	18



1. Essential Program Management

Which Services are Available to you?

Specific services provided are outlined in the contract between your organisation and AccessEAP.

The contract includes the following information:

- Fees charged for each type of service
- Who is eligible to access the EAP services
- Session limits – allowances
- Previously agreed special conditions

Please contact your dedicated Relationship Manager for all contract related enquires.

Contacting AccessEAP for General Support

At AccessEAP, we are contactable 24 hours a day, 7 days a week, by telephoning **1800 818 728**. For all urgent enquiries, please contact this number immediately.

All organisational development and support services (listed below) are to be arranged during office hours:

- Manager Support Hotline Calls
- Training
- Mediation
- Organisational Consultancies

AccessEAP has “on-call counselling” capability after hours and during public holidays. This enables us to respond to any urgent queries, provide emergency counselling services and Critical Incident Response.

Have you Appointed Your Authorised Personnel?

It is important that your organisation keeps AccessEAP informed of personnel who have authority to engage our organisation in the following areas:

- Requests for Organisational Support Services such as:
 - Critical Incident Response (CIR)
 - Training
 - Coaching
 - Mediation
- Approval of requests for additional counselling sessions
- Receiving EAP reports
- Receiving invoices

Providing your Relationship Manager with these contact details will ensure the most effective and swift delivery of our services.

Changes to your Authorised Personnel or Organisation?

It is necessary to keep AccessEAP informed of any organisational changes which will affect service delivery and reporting, e.g.

- Changes in staff numbers
- Changes in work site locations
- Changes in organisational divisions or structure
- Organisational events / changes resulting in increased demand for counselling.

Working with your Relationship Manager

Your Relationship Manager may also be able to offer additional support and recommendations around such organisational changes in relation to employee impact.



1800 818 728

For all urgent enquiries, please contact this number immediately.



2. Raising Awareness and Reducing Stigma

Launching or Relaunching your EAP

Whether you are introducing your first EAP benefit or reintroducing your EAP benefit to staff, EAP services must be promoted frequently and without stigma to ensure a healthy uptake. Your dedicated Relationship Manager is there to help you develop your EAP promotional strategy.

Typical EAP promotional strategies include:

- EAP Awareness Session for Employees
- EAP Awareness Session for Managers
- Distribution of AccessEAP digital wallet cards and brochures to each employee
- Displaying AccessEAP posters in high-traffic locations
- Including links to AccessEAP website on the organisation's intranet
- Communications to employees and leadership on how to access EAP services and the AccessEAP Employee Portal
- Promotion of the *AccessMyEAP* APP

Employee EAP Briefings

Whether it's delivered **face-to-face** or via **webinar**, Employee Awareness Sessions are an effective method of informing employees about their EAP benefit. These sessions can be booked through your Relationship Manager and cover the following information:

- What is an EAP
- Problems / Issues that can be supported by EAP counselling
- Early warning signs of mental health distress
- Addressing stigma
- How and when to arrange counselling
- What happens in a counselling session
- Service confidentiality.

Manager EAP Briefings

As early intervention is the key to minimising the impact of psychological issues, managers are often in a good position to observe changes in employee behaviour and provide appropriate support. In these cases, managers should feel confident in understanding what EAP can offer and feel comfortable to engage EAP for support.

Face-to-face and webinar presentations can be booked through your Relationship Manager and cover the following information:

- When / How to encourage employees to use AccessEAP
- Overview of Organisational Support Services such as:
 - Critical Incident Response / Onsite Support
 - Training / Coaching / Manager Referral
 - Mediation / Manager Support Hotline

AccessEAP Online: Resources for Employees and Employers

All Employers, Employees and Ambassadors are welcome to join AccessEAP online to access our informative resource library via our mobile-enabled website, **www.accesseap.com.au**

It is a good idea to contact your IT person / department to let them know that you are working with AccessEAP and request that www.accesseap.com.au be added to the email "white list". This will allow emails from AccessEAP to go through without possibly being placed in the Junk folder.

Once the names / email addresses of your organisation's Employer and Ambassador logins have been supplied they will be set up and a registration email sent to each person for activation.

All other Employees login for the first time by going to:

1. Employee Login (Located at the top of the homepage - www.accesseap.com.au)
2. Click "Create an account" and follow the instructions to register themselves*

*Employees will be able to use their company email address and their own password. All online activity is **confidential**.

Login provides access to our Resource Library which includes articles and fact sheets developed by our counsellors about common issues that impact on employees' wellbeing, in addition to resources such as mindfulness recordings and book recommendations.

As a Coordinator of the EAP program you also have password protected access to:

- Download promotional materials
- Download resources for Managers
- Newsletter with helpful tips and news of upcoming events
- Regular update and spotlight emails relevant to your workplace.

2. Raising Awareness and Reducing Stigma

The **AccessMyEAP App** is available for free download through Google Play or the Apple App Store.

Features include:

- Direct Call support 24 hours, 365 days a year
- Book Appointments and e-counselling
- Tips, strategies and resources to support your mental health and wellbeing journey.
- Guided Meditation
- Customised content through preferences.
- Wellbeing Tracker Function prompts users to monitor their wellbeing.

Digital Materials for Ongoing Promotion

AccessEAP has developed a range of informational brochures covering specific topics including:

- EAP Awareness Brochure
- After a Traumatic Event
- Understanding Grief & Loss
- Information for Managers & Supervisors

As well as:

- Promotional Posters and Service Flyers

Please download and order information materials from www.accessseap.com.au under Employer Login section or contact your Relationship Manager.

Addressing Stigma in the Workplace

Due to the sensitive and personal nature of the services we provide, it is important that each organisation works proactively to reduce the stigma around mental health issues and encourages employees to seek support.

This can be done through:

- Frequent and casual promotion of mental health awareness and support
- Leadership speaking openly about and promoting EAP
- Engaging employees outside of HR in discussion about mental health through the AccessEAP Ambassador Program
- Promoting the use of EAP for other issues such as goal setting, stress management or work / life balance. This demonstrates that there are a variety of reasons to utilise the service outside of mental health issues
- Emphasise that EAP is a free, confidential, and an easily accessible way to address issues that all people face daily lives.

Implementing your AccessEAP Ambassador Program®

The AccessEAP Ambassador Program®, AccessEAP's peer support initiative, allows employees outside of the HR arena to assist in the promotion of the EAP as well as assist in reducing stigma associated with mental health issues and seeking support. Anyone can become an AccessEAP Ambassador after participating in comprehensive webinar training.

Your Relationship Manager can assist you in implementing this program which involves providing you with the promotional tools to recruit or nominate AccessEAP Ambassadors within your organisation. Once an employee attends the training, AccessEAP'S Ambassador Team will provide your new AccessEAP Ambassador with a toolkit to both announce their new position and promote the EAP.

Your AccessEAP Ambassador should then be announced to the organisation in a public forum of your choice.





3. Individuals in Focus

Individual Counselling

Who is eligible for Counselling Services?

Typically all employees are entitled to utilise EAP counselling sessions. If your organisation has volunteers, students, or other non-employees at the work site, whether or not they have access to counselling is specified in your contract with AccessEAP.

Depending on your agreement, immediate family members may also be eligible to use these services. Immediate family members include the following:

Partner; children/step/in-law; parent(s)/step/in-law; brother(s)/step/in-law and sister(s)/step/in-law.

When is Counselling Helpful?

EAP is best utilised proactively and for early intervention. Whether one's aim is to be more resilient when facing life's inevitable challenges, to set goals, or to gain support and assistance in coping with a significant life event or mental health concern, EAP counselling can support and address a wide variety of personal and / or professional issues.

Common counselling topics:

- Relationship problems
- Grief and loss
- Trauma
- Depression
- Anxiety
- Stress management strategies
- Substance abuse
- Gambling
- Low self-esteem or confidence
- Anger management
- Family or parenting issues
- Drug and Alcohol dependency
- Goal setting
- Transition to retirement
- Working relationships
- Bullying
- Domestic Violence

Early warning signs of disrupted wellbeing:

- Difficulty concentrating
- Fatigue or problems sleeping
- Unusually heightened emotions
- Behaviour that is out of character

- Poor work performance
- Absenteeism
- Conflict or relationship problems
- Lack of enthusiasm or engagement.

Confidentiality

One of the primary reasons people do not utilise their EAP benefit is a fear that their use of the service or what they discuss in their sessions will not be confidential. Despite the fact that EAP is provided by an employer, **EAP is a confidential service.** Employees are allocated an identification number at time of registration and this number is used for all records relating to the client rather than their name.

Client confidentiality is very important at AccessEAP. The fact that an employee has accessed the service is treated as confidential information, as well as what is discussed in a counselling session.

The only occasions when a counsellor would be required to disclose information to a third party without the client's consent are:

- Court Subpoena
- Risk of harm to the employee and / or others
- Disclosure is otherwise required or authorised by law.

Employees are advised about the limits of confidentiality prior to the commencement of counselling so they can provide informed consent to proceed with counselling.

In some cases an employee may provide consent for the counsellor to release information to a third party, e.g. a doctor, however the employee has choice about whether to do this. If there is a request for information about an employee's counselling sessions from a manager or HR, the employee must first sign a consent form agreeing to this.

On occasion, a manager may also initiate an EAP referral on behalf of an employee. This typically only occurs if it is part of the contractual agreement or when an employee requires a manager to facilitate their initial contact with EAP. The employee signs a consent form in these cases to indicate that they are willing to participate in receiving support. In cases of Formal Manager Referral, the manager does receive feedback. If there is a genuine concern for the welfare of an employee, a manager or HR representative may contact AccessEAP to request assistance with obtaining verbal consent from the employee as time may be of the essence. All other aspects of the EAP process remain confidential for the employee following this and the manager does not receive any feedback about the counselling sessions.



3. Individuals in Focus

How to Book an EAP Session

All employees should be educated on how to book an EAP appointment. The process is simple and quick but not knowing what to expect can prevent someone from reaching out.

Employees can book an appointment via our online Booking Portal or telephone AccessEAP on **1800 818 728** Monday-Friday 8am-6pm AEST. 24/7 assistance is also available for all urgent counselling.

During business hours, calls will be answered by our Client Services Team and the employee will need to provide the following information:

- Their name, employer name (or family member's employer), and contact details.
- Whether they would like to book a standard appointment or if they need immediate assistance.
- Whether they require any specialised counselling, e.g. counselling in a language other than English, relationship counselling or attending with family.
- Location preference if sessions are face to face. Phone or online video chat counselling is also available*.
- Telephone or online counselling, which can be accessed via email, video or our AccessChat instant messaging service is also available.

*AccessEAP has a wide range of locations across Australia, and people's preferences will be accommodated as best as possible.

What happens in counselling

During the client's first meeting with their counsellor, the aim of the session is to hear and understand the client's experience, and from this, assist them in developing goals they would like to achieve within their allocated EAP sessions. It is important to remember that these goals are set by the client, not the counsellor. It is neither ethical nor effective for a counsellor to impose goals upon those who are voluntarily seeking counselling support.

Once the client has identified their goals, a plan will be developed as to how to address these goals within their allocated EAP sessions.

AccessEAP uses the following evidence-based practices which, clinical research has shown, encourages counselling participants to work towards their own treatment goals:

- Cognitive behavioural interventions
- Mindfulness techniques
- Stress-reduction relaxation exercises
- Solution-focused therapy

- Supportive counselling
- Motivational interviewing

Clients will typically see the same counsellor for each of their EAP appointments. If the counsellor is not the best fit for the client, they are welcome to change counsellors at any time. We encourage all clients to find the right counsellor for them and their unique needs.

While counsellors cannot "fix" problems, counsellors do guide and enable clients to identify options and / or strategies to consider while remaining objective and supportive.

Counselling is a process that involves work from both the counsellor and the client. Clients are encouraged to be open about their objectives, feelings, and opinions throughout the experience to achieve the best result.

In cases where the employee requires longer term or specialised treatment, the counsellor will make a referral to a specialist service. Examples of specialist services are:

- Substance abuse treatment program
- Sleep Disorders Clinic
- Mental Health Crisis team
- Eating Disorder Clinic
- Parenting Program
- Group program for problem gambling
- Private practitioner for ongoing care.

Modes of counselling

Face to Face

Mode of counselling where a therapeutic relationship between a counsellor and client is most easily established. Usually occurs in the counsellor's professional office, in a location convenient to work or home. Couples and family counselling is also available and can be requested when booking appointment.

Telephone Counselling

Telephone counselling is available for emergency counselling and as an alternative to face-to-face counselling if face-to-face counselling is not available or convenient for the client. Scheduled telephone counselling sessions are generally only available during office hours.

Online counselling

Support can also be accessed via email, video or AccessChat - our confidential and secure instant



3. Individuals in Focus

messaging counselling service. These modes of counselling allow added levels of privacy and convenience and may be a more comfortable option for clients who prefer communicating via text, are in open plan office situations or are in remote locations.

After-Hours Emergency Counselling

Emergency counselling is available at any time. Telephone counselling for urgent matters is provided after hours, i.e. between 6 pm and 8 am on weekdays, all weekends and on public holidays. This service is accessed by telephoning **1800 818 728** and advising that urgent phone counselling is required.

How Many Sessions do Employees Receive

The number of sessions available to each employee, within the standard 12 month period, is specified in your contract with AccessEAP. The 12 month period commences from the employee's initial contact.

Additional EAP Sessions

In some circumstances, particularly high risk situations or emergencies, a counsellor may seek permission to facilitate additional counselling sessions over and above the contracted sessions. A Clinical Team Member would liaise with the counsellor and request permission to deliver the additional sessions from the authorised contact within the organisation. The counsellor will discuss with the employee all support options and the possibility that additional sessions may not be possible.

Should an organisation choose to offer an employee additional sessions over and above their contractual allotment, Authorised Personnel can send their pre-approval directly to info@accesseap.com.au including the employee name and the number of additional sessions granted. An organisation may elect to allow AccessEAP to approve and confirm additional sessions or to manage a number of sessions per issue.

Specialised Counselling

Financial Coaching

As part of their EAP session allowance employees can request financial coaching for issues including:

- General money management
- Reaching financial goals or milestones
- Adjusting to a change in pay cycles

- Job loss or reduction in income
- Debt reduction
- Negotiating with creditors
- Disputes with financial institutions
- Planning to purchase a home
- Understanding superannuation
- Transition to retirement / redundancy
- How to find the right finance professional
- Understanding investment options (shares / managed funds etc.)
- Understanding credit contracts and obligations.

Legal Consultation

Employees can use 1 of their free EAP sessions for an initial consultation with a legal professional regarding issues falling within the Family Law jurisdiction including:

- What to do when facing a separation or divorce
- Property settlement
- Child and spousal maintenance
- Parenting arrangements
- Legal wills
- Prenuptial agreements
- Domestic Violence
- Consent Orders

Perinatal Counselling

To support women in the antenatal and postnatal period, AccessEAP offers 2 counselling sessions facilitated by experienced psychologists covering common issues including:

- Confidence in being a parent
- Difficulties conceiving
- Relationship with the partner
- Level of support available from partner and family
- Developing care strategies to look after yourself and your family
- Feeling overwhelmed and stressed
- Sleep difficulties and exhaustion
- Feelings of anger, guilt, sadness or grief
- Mental health issues including Post Natal Depression.

Cancer Counselling

As part of their session allowance, AccessEAP offers employees access to counsellors who have specific training and knowledge about cancer. We can offer counselling for issues that commonly arise with a



3. Individuals in Focus

diagnosis including:

- “What does this diagnosis mean?”
- “Why me?”
- Fear of recurrence
- Impact on relationships
- Lack of financial or social support
- Concerns about body-image
- How to talk to people about the diagnosis
- What to expect following recovery.

Some organisations extend counselling services to family members, and counsellors can assist family with issues including:

- What to say?
- Caring for someone with cancer
- The emotional impact of knowing someone with cancer.

Nutrition Consultation

There is a growing body of evidence to demonstrate that the food we eat affects our mental health and plays a significant role in our overall wellbeing. For example, dietary changes have been successfully trialled in the treatment of clinical depression. The positive effects of good gut health also extend to improved mental performance, which is important for those in mentally demanding jobs.

AccessEAP offers employees the opportunity to receive a consultation with a nutritionist for advice about dietary changes to better support their wellbeing. Employees are entitled to one nutrition consultation as part of their EAP session entitlement.

The nutrition coaching service can assist employees with:

- understanding the impact of food choices on brain function and emotional health
- identifying symptoms associated with food choices
- understanding desired health outcomes
- healthy eating tips to optimise wellbeing.

Please Note: This specialist service is provided by our AccessEAP nutrition partner.

Career Counselling

Career Counselling is suitable for people who are looking for guidance in deciding on a career or job change, or maybe just trying to improve their chances of securing the job they want. An AccessEAP career counsellor will help your employee identify their

strengths and match them with suitable career options.

Student Assistance Program

A Student Assistance Program (SAP) is a professional and confidential counselling service provided by AccessEAP for students of tertiary education providers. AccessEAP can help align students' concerns with your commitment to provide support to help them complete their chosen course of study.

With the focus on maintaining the mental wellbeing of students, AccessEAP can assist your students when personal, family or study issues are impacting on their quality of life. The support offered will assist your students overcome barriers to completing their studies.

Through access to professionally qualified and experienced counsellors over the phone, face to face or online, your students have the opportunity to identify problems and find ways of resolving them. A dedicated Hotline is available to provide this service to students.

Global Assistance Program

AccessEAP offers dedicated international phone numbers for telephone support as listed on the Contact Us page of the AccessEAP website. When organisations require local language and face to face support services they may consider a Global Assistance Program. AccessEAP have partnered with ICAS, an international EAP provider, to provide this extra level of support.

Other Assurances Programs

AccessEAP offers a variety of other assistance programs to suit our customer's specific needs. Programs for Volunteers, Members and Carers can be added to complement your existing EAP services or as a stand-alone.

Aboriginal and Torres Strait Islander Peoples Dedicated Support Line **1800 861 085**

This dedicated Support Line provides a culturally sensitive way for Aboriginal and Torres Strait Islander Peoples to access mental health and wellbeing support.



4. Managers In Focus

What is The Manager Support Hotline?

The Manager Support Hotline is a consultative service for managers, HR, and other senior staff that is provided by a senior counsellor. The manager receives coaching, guidance, and psycho-education to help them manage issues regarding employee behaviour or wellbeing.

Common Manager Support Issues:

- Concern about an employee who is at potential risk of self-harm
- Supporting an employee who is vulnerable or has a mental health condition
- Having conversations about performance issues
- Delivering difficult news to employees
- Dealing with organisational change processes
- Supporting staff impacted by grief and loss at work
- Managing a traumatic event in the workplace
- Dealing with conflict between staff
- Managing allegations of workplace bullying and harassment.

What happens in a Manager Support Consultation?

The counsellor and the manager will discuss approaches and strategies for managing the issue which take into account factors including:

- The unique or specific context of the work environment

- Steps already taken by the manager to address the issues
- Duty of care to the employee and potential risks to the organisation
- Best practice guidelines for managing the situation
- The needs of both the organisation and the individual employees
- Legislative requirements or regulations governing the issue.

The aim is for the manager to retain control and responsibility for the situation. Often a manager support hotline call involves just one conversation however if needed, the counsellor will follow-up with the manager, and if appropriate may arrange additional EAP services.

Manager Support Hotline calls, like counselling, are always confidential. The fact that a manager has used the service is confidential as well as what has been discussed in the session.

How to access the Manager Support Hotline

Managers can contact AccessEAP by telephoning and requesting to speak with a counsellor. The manager will typically speak with a counsellor on the same day, unless they choose to make an appointment for another date. The Manager Support Hotline is usually provided by telephone.

“The aim is to empower the manager to maintain responsibility for the situation”

4. Managers In Focus

Manager Referral Service

What is a Manager Referral?

A manager can formally refer an employee to AccessEAP for counselling to address behaviours that are impacting the employee's productivity at work. Impact on their work performance may exhibit as absenteeism, aggression, difficulty prioritising, or interpersonal communication style.

A manager can call **1800 818 728** to discuss referring an employee and speak with the Duty Counsellor. The objective of this call is to provide an opportunity for the manager to give context and to discuss their goals for the counselling with the counsellor. The counsellor can then work with the employee to achieve these goals. Examples of goals a manager may express could include helping an employee to develop time management skills, interpersonal skills, or communication skills.

A manager referral is a transparent process, where feedback in relation to the employee's progress with the counselling goals is provided to the manager. Any personal information the employee shares with the counsellor remains confidential.

A brief report is written by the AccessEAP counsellor at the end of the sessions providing feedback to the manager about the employees' overall progress in

reaching the goals of the referral. The employee has an opportunity to read the report prior to it being sent and provides consent to the counsellor for this written information to be released.

Employee Consent

Prior to the manager making the referral to AccessEAP:

- The manager agrees on the goals for counselling with the employee and explains that feedback will be provided to the manager.
- The employee must consent to attend counselling sessions as the manager referral is a voluntary process.
- A Manager Referral Form is signed by both the manager and employee to ensure that both parties agree to the aims of counselling.

How to make a Manager Referral

The manager completes the AccessEAP Manager Referral Form and submits it to info@accesseap.com.au. The manager will then receive a phone call from the Duty Counsellor to confirm the referral has been received and to discuss aspects of the referral before this is allocated to a counsellor.





5. Organisations in Focus

Critical Incident Response

What is a Critical Incident?

A Critical Incident is any event occurring in the workplace or arising out of the course of work that has the potential to cause trauma to the employees that have experienced or witnessed that event.

Common Examples

Death at the workplace including:

- Suicide
- Heart attack
- Accident

Workplace injury including:

- Accident
- Assault
- Self-harm

Other workplace event involving threat of harm including:

- Natural disasters
- Siege / Hold up / Riot
- Fire / explosion
- Near miss (where employee could have been injured)

What does a Critical Incident Response involve?

The support provided immediately after a traumatic incident is essential to recovery. By providing early intervention the counsellor can assist affected employees with returning to pre-incident functioning as soon as possible. This early intervention can also mitigate risk to the organisation by putting strategies in place to help prevent employees from developing a trauma-related condition.

This may include all or some of the following:

- Commitment to a 24/7 response
- Triage by a senior counsellor to coordinate best practice response
- Psychological First Aid provided by an experienced counsellor
- Assessment of need for follow-up
- Individual referrals to EAP or other appropriate service
- Critical Incident Report with summary and recommendations.

Support is also offered to managers to provide guidance around how to respond to staff following a critical incident.

Support may be offered around issues including:

- People's reactions to critical incidents
- Understanding the needs of employees
- Roles and responsibilities of managers / supervisors
- How to communicate information about the incident.

How to request a Critical Incident Response (CIR)

Authorised Personnel can contact AccessEAP by telephoning **1800 818 728** at any time. Critical Incident Responses may be requested 24/7. The Authorised Personnel will speak with a counsellor who will provide an initial triage and collect information that is essential to coordinating the appropriate response. Following your call, a counsellor will be allocated and briefed before going onsite.



5. Organisations in Focus

Onsite Support

When to use Onsite Support

There are occasions when it can be helpful for a counsellor to attend the worksite to support either an individual employee or a number of employees impacted by a work situation. This differs from a critical incident.

The reasons that an organisation may request onsite support are varied however this typically occurs when a manager identifies that an issue has arisen which has caused distress to staff; or where a manager expects that a future event in the workplace may impact on staff wellbeing.

Whilst not the only reasons for arranging onsite support, the most common times that organisations request a counsellor onsite are:

- Organisational change, e.g. a restructure or redundancy
- Grief and loss, e.g. a colleague or client has died or is terminally ill.

What happens when a Counsellor attends the Workplace?

When a counsellor attends the worksite, their role is to provide emotional support to the employees, and potentially also to make recommendations to managers for addressing any issues arising with staff wellbeing.

Any intervention provided onsite will be treated with the same level of confidentiality as individual EAP sessions. The counsellor is not an advocate or intermediary between the employee and the organisation. The counsellor will encourage employees to raise and resolve issues with their manager in a constructive manner.

Onsite support usually takes the form of individual consultations. Best practice does not recommend group sessions, but these may be an option in certain situations such as hospitals or when a team requests this arrangement.

How to arrange Onsite Support

Authorised Personnel should telephone AccessEAP on **1800 818 728** and they will then speak with a Duty Counsellor who will collect some more information and help make a decision about what support can be offered and an appropriate timeframe for providing this.

At times your organisation may have a specific time and date when you would like the counsellor onsite, e.g. to coincide with a restructure announcement. This should be communicated at the outset so that the request can be easily facilitated.

Coaching Services

What is Coaching?

Coaching involves a collaborative and individualised relationship between a “coachee” – any employee referred for coaching, and an AccessEAP coach.

It aims to bring about sustained behavioural changes and to improve the quality of the individual's efficiency in their role in the workplace. Coaching is not counselling; it is a way of improving, optimising performance or learning new skills.

The employee agrees to participate in coaching, and similar to the Manager Referral, this is a transparent process in which the employee also agrees to the aims and objectives of coaching and signs off on any feedback provided to the organisation about the outcomes of coaching sessions.

Issues to be addressed in Coaching:

- Managing people
- Maximising productivity
- Decision-making
- Communication skills
- Stress management.

Who may benefit from Coaching?

- Those new to leadership positions
- Leaders looking to up-skill in particular areas such as communication or delivering feedback
- High performing employees as a reward and as part of a talent retention strategy
- Senior employees whose performance or conduct is not meeting organisational expectations.

How to arrange Coaching

The referring manager completes the AccessEAP Manager Referral Coaching Form and submits it to info@accesseap.com.au. The manager will then receive a phone call from AccessEAP to confirm the referral has been received and to discuss aspects of the referral before this is allocated to an AccessEAP coach.



5. Organisations in Focus

Conflict Management & Mediation

As a Manager or HR professional, you may be dealing with a conflict between employees that is becoming difficult to manage or resolve.

AccessEAP offers a Conflict Management process that helps the parties come together to design and implement workable, practical and sustainable solutions.

When is the Conflict Management process suitable?

Ideally all parties agree that they want to resolve the conflict, even if they are stuck and unsure how to do this. They must be willing to take responsibility for their part in the conflict and then to attempt to repair the working relationship. The organisation must also accept responsibility to assist its employees to find and implement workable solutions.

Conflict Management initiatives are not suitable when there are issues around poor performance, bullying or serious misconduct, and these need to be investigated by the organisation prior to any conflict management intervention.

What does the process involve?

The process commences with our standard intake procedure or Manager Support call and then progresses to an in depth assessment phase undertaken by a Mediator, who works with the Referring Manager/HR to identify the parties involved,

set up times for 1:1 assessments and to come to an agreement on the best way forward. Once an agreement has been reached, those interventions that have been identified will be put into place.

Some of the options include:

- Mediation
- Group Conflict Facilitation
- Coaching
- Training
- EAP Counselling

How to Arrange a Conflict Management or Mediation discussion

As a Manager or HR representative, you may call AccessEAP on **1800 818 728** to request a Manager Support call and you will be put through, in the first instance, to a Duty Counsellor who will discuss your needs and send through relevant documents.

The Duty Counsellor will then link you to a **Conflict Mediator** for a more in depth discussion and assessment.

“When a counsellor attends the worksite, their role is to provide emotional support to the employees”



5. Organisations in Focus

Professional Supervision

What is Professional Supervision?

Professional Supervision is a facilitated discussion with an experienced clinician that provides employees with a confidential forum for reflective learning and solution-focused outcomes.

Professional supervision can support employees with building personal resilience and developing skills for coping in the context of an emotionally and mentally demanding job.

AccessEAP provides confidential supervision across a range of industries, such as health and disability care, which is facilitated by a highly skilled and experienced clinician.

We are also in a unique position to be able to offer a specialised form of professional supervision, known as clinical (or peer) supervision, for employees in the psychology or social work professions.

Organisational Consultancy

What is Organisational Consultancy?

Organisational consultancies essentially involve the provision of expert professional advice or a professional service which has been tailored to meet the specific needs and circumstances of your organisation. An organisational consultancy may be a one-off project or an ongoing professional service.

Services provided through Organisational Consultancy

In addition to Organisational Support Services such as training, coaching and mediation, organisational consultancies may involve a range of services, such as:

- Redundancy and Restructure
- Wellbeing assessment / programs
- Career Transition
- Physical Health
- Facilitation
- Team building
- Strengths based training.

Arrange an Organisational Consultancy

A person authorised by your organisation to arrange an Organisational Consultancy should telephone AccessEAP on **1800 81 87 28** and speak with a member of the Clinical Team for more information.

Physical Health in the Workplace

We recognise the importance of taking a holistic approach to wellbeing and considering physical health and its impact on overall wellbeing.

We have partnered with Vitality Works, a leading provider of Workplace Health Services, to assist in providing consultation around intervention and a suite of services to cater to the physical wellbeing needs of our customer organisations.

Career Transition

It is an unfortunate reality of business that despite the best efforts of an organisation, redundancies must be made to maintain operations and strategic direction.

AccessEAP recognises that it is often a difficult decision for organisations to make as their people are valued and respected. Our Career Transition and Redundancy Support services help your people deal with this change, position them to thrive in the future and offer practical support so that they feel more confident to enter the job market.

This service supports organisations through the process by supporting people whose roles are being made redundant to feel more confident in their job search. By blending a psychological and a practical approach, we focus on both the emotional aspect of redundancy and pragmatic support tools to move forward.

Arrange a Physical Health or Career Transition Service

Please contact your Relationship Manager to organise these services.



6. Training in Focus

Being Prepared

Upskill Your Employees, Teams, and Managers

When organisations identify a skill or knowledge gap relevant to a group of employees, training can be provided onsite at the organisation to assist staff in developing strategies and / or practical skills to meet the identified needs.

AccessEAP has a wide offering of personal and professional trainings aimed at assisting participants to increase their knowledge and self-awareness around a particular topic.

The range of trainings on offer can be provided at your request. The presentations follow a set sequence and areas of focus. The trainings are general in nature and are designed to reach a wide audience.


If our trainings currently on offer do not meet your requirements, AccessEAP can also provide tailored training programs to address specific organisational needs. These sessions are developed in partnership with your organisation so that the content and flow reflects your specific and unique needs.

All of the trainings aim to provide the most up-to-date information on any given topic and are delivered by experienced facilitators. There is scope for participants to ask questions. Given the interactive nature of the training smaller group sizes are highly recommended.

How to arrange Training

Your Relationship Manager at AccessEAP will be your first point of contact for any training requests. In some cases, such as tailored training, a consultation with the AccessEAP Training Consultant may be required. This will assist with the delivery of a relevant and suitable presentation for your audience.

For more information on our range of training programs, please visit our website: <https://accesseap.com.au/services/training-in-focus>



Domestic and Family Violence Awareness

White Ribbon Accredited Organisation

Participants will gain a much greater insight into what women and children go through when exposed to domestic violence and learn how to look for the signs that a fellow colleague is struggling with this issue as well as a best practice approach to recognise, respond and refer them for help and support.



7. Customer Service Levels

We're About Service

Our performance for the delivery of EAP services is measured in a variety of ways. Our service levels are that our service is offered within the following time frames:

- For counselling (face to face, telephone or video chat) employees will be offered an appointment with a counsellor within 48 hours during business hours (8am – 6pm Monday to Friday, AEST / AEDT). Employee preferences may influence a different outcome.
- For urgent, emergency or after hours support, immediate access to a counsellor will be provided for initial triage. Options will then be offered depending on the counsellor's assessment of the situation.
- For a Critical Incident Response, the referring manager will speak with a counsellor within 30 minutes for initial support and a counsellor will be provided within 2-24 hours of the incident, depending on location, or as requested by the manager.
- For Onsite Support, the referring manager will speak with a counsellor within 90 minutes for initial triage, and a counsellor will be arranged to attend the worksite within a timeframe deemed clinically appropriate, or at a specific date requested by your organisation.
- For Manager Support Hotline calls, a manager will speak with a counsellor within 2 hours, unless the manager wishes to make a pre-arranged appointment to speak with a counsellor at a specific time on another date.
- For mediation requests, the manager will speak with a counsellor for initial triage on the same day and a mediator will be appointed as soon as possible. The mediation process itself can take up to several weeks to complete depending on the availability of the parties and the complexity of the situation.
- For customised training requests, the authorised personnel will speak with a Training Consultant within 2 days of the initial request, for a discussion around what is required. The timeframe for the training facilitation will depend upon what is requested.
- For manager referrals and coaching referrals, the manager will be contacted by a counsellor for initial triage within 24 hours of sending the referral. The employee will be booked for an initial appointment with a counsellor as soon as possible.

“ For a Critical Incident Response, the referring manager will speak with a counsellor within 30 minutes ”

7. Customer Service Levels

AccessEAP commits to providing a response to requests for clinical services within the following timeframes detailed below. We aim to maintain a consistent experience for all clients and customers seeking our services.

SERVICE TYPE	BOOKED / ARRANGED	DELIVERED
Emergency Phone Counselling	Immediately	Within 15 minutes
Manager Support Hotline	Immediately	Emergency: Within 15 minutes. Other: Within 2 hours.
Critical Incident Response	Metro: Within 30 minutes. Regional: Within 90 minutes.	Metro: Within 2 hrs of receiving initial request. Regional: Within 6 hrs of receiving initial request.
Onsite Support	Metro: Within 90 minutes. Regional: Within 3 hrs.	Within 48 hrs (business days) of confirmation, unless otherwise requested.
EAP Counselling Sessions	Within 24 hrs (business days)	Within 24-48 hrs (business days) unless otherwise requested.
Manager Referral Counselling	Within 24 hrs (business days)	Within 24-48 hrs (business days) unless otherwise requested.
Mediation	Within 24-48 hrs (business days)*	Within 5-10 days (business days) of confirmation.
Coaching Referral	Within 24-48 hrs (business days)*	Within 5-10 days (business days) of confirmation.
Professional Supervision	Within 24-48 hrs (business days)*	Within 5-10 days (business days) of confirmation.
Training	Within 24-48 hrs (business days)*	Standard: 3 weeks from date of approval. Tailored: 5 weeks from date of approval.

*Booking a Clinical Professional to deliver this service is reliant upon receipt of approval or confirmation from customer to proceed with service.

Please note: Specific services such as mediation, training and consultations require specialist skills and are subject to availability in regional areas.



8. Specialty Support Hotlines

Support when it's Needed

Does my Organisation Need a Specialty Support Hotline?

Specialty hotlines aim to encourage employees to report bullying, harassment, or other internal issues anonymously. This is a way for employees to bring attention to an area of concern when they would feel too uncomfortable discussing their concerns with their managers or HR team. The objective is to assist employees in discussing what they are experiencing or witnessing and provide them with options on how to respond.

How Specialty Support Hotlines Operate

All specialty hotlines are unique in both their operation and objectives. Specialty hotlines are designed in collaboration with your Relationship Manager and the Clinical Team.

AccessEAP works in conjunction with your organisation to understand your internal policies and procedures and educates our clinical team on how to incorporate your internal processes with our hotline service.

The goal for all specialty hotlines is for counsellors to explore the reporting situation and gain employee trust and permission to report the area of concern to the appropriate HR manager or Workplace Safety Team.

Other types of Specialty Support Hotlines

Hotlines can also be set up for Student Assistance Programs (SAP) and other assistance programs. Anonymity is not a concern in these cases, the dedicated number helps to direct incoming calls to the appropriate areas.

Interested in Initiating a Specialty Support Hotline?

To gather more information regarding arranging a Specialty Support Hotline for your organisation, please contact your Relationship Manager.

Ethics & Integrity Hotline Service

What is the Ethics & Integrity Hotline?

The Ethics & Integrity Hotline is a Service provided to organisations to assist in mitigating risk if employees do not report serious issues such as fraud or abuse. It provides employees the opportunity to report or raise internal concerns to an external agency in a safe manner without fear of reprisals.

The objective is to assist employees to discuss issues they are experiencing or have witnessed within the workplace (anonymously, if desired).

These matters may impact on the organisation and/or the wellbeing of employees, this Service is designed to provide an avenue for escalation and guidance where the issue will be reported to the organisation to be investigated internally.

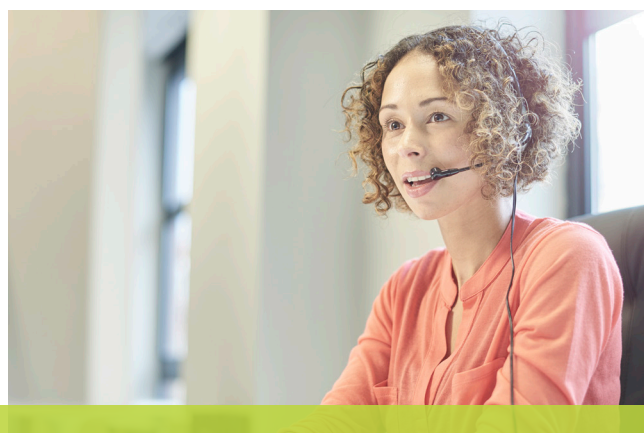
What issues can be reported to the Ethics and Integrity Hotline?

The Ethics and Integrity Hotline can be called to escalate or report a number of issues, such as:

- Bullying, harassment and intimidation
- Unfair treatment or discrimination
- Inappropriate/unethical behaviour
- Exploiting or abusing clients/customers
- Risk or compliance
- Conflicts of interest
- Misuse of company resources
- Professional negligence

What is the Ethics & Integrity Hotline?

Contact your Relationship Manager to discuss this Service further. If you do not have a Relationship Manager simply call through to **1800 818 728** or email: info@accesseap.com.au and one of our Client Services Team Member will point you in the right direction.





9. Your Feedback

We're Listening

AccessEAP treats all feedback received as an opportunity to improve our services as well as our service delivery. We encourage you to speak openly and transparently about your organisational needs with your Relationship Manager.

Feedback

AccessEAP seeks feedback regarding all services delivered, whether that be an informal phone call or email or formally in the case of client surveys and training evaluation forms.

After counselling has taken place, all counselling clients are invited to participate in a satisfaction survey about their experience. This survey reflects the client's entire journey with AccessEAP; from registration to their final counselling session.

All employees who participate in a training session are also asked to complete evaluation forms providing valuable feedback about the content covered and also the facilitator.

Where feedback is collected in a formal manner, reporting at a customer level may be available.

Feedback will always be provided in a manner that protects the privacy of the individual unless the employee gives us consent for their specific details to be discussed. This includes internal feedback provided to our staff aimed at improving services, and feedback provided to your organisation.

Complaints

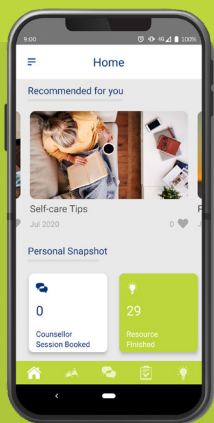
Complaints are dealt with as soon as they are received and a resolution is sought as a matter of urgency in all cases. Please make contact with your Relationship Manager immediately should you have any concerns.

The complaint will be investigated as a priority. The outcome will be communicated directly and transparently to the complainant, and options or resolutions to the complaint will be offered wherever possible.

For serious issues requiring immediate resolution, or at the point of escalation for unresolved complaints, please contact the Chief Executive Officer (CEO) by calling **1800 818 728**.

The appropriate external body to which unresolved complaints may be referred is the Employee Assistance Professionals Association of Australia (EAPAA).

“ Feedback will always be provided in a manner that protects the privacy of the individual ”



Focus on Innovation

AccessMyEAP is now available for download free of charge from the Apple App Store or Google Play



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Quality
ISO 9001
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