

Employee Assistance Program (EAP)

Q&A

1800 818 728

<http://www.accessprograms.com.au>

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Q1. Why does the University provide an Employee Assistance Program (EAP)?

A1. ACU, in line with its mission, places a high priority on the wellbeing of its people. The Employee Assistance Program (EAP) is provided for staff to assist with the resolution of personal and work related problems which may affect their work performance or quality of life.

Q2. What is the Employee Assistance Program (EAP)?

A2. The EAP is a confidential; counselling service that is available to staff of the University, including nominated supervisors and managers. The following services are provided:

- external face to face or telephone counselling for personal or work-related issues is available to staff members or their immediate family.
- support and advice for managers and nominated supervisors in dealing with issues relating to their roles.

Q3. Who Provides the EAP Service?

A3. The organisation currently engaged by the University to provide the EAP is *ACCESS Programs*; *ACCESS Programs* have a team of qualified professionals, based in offices throughout Australia. The following link will take you to the contact page on their web site:

- <http://www.accessprograms.com.au/contact.aspx?element=56&category=1>

IMPORTANT - If you require urgent counselling, please let the person you contact know when you phone for an appointment.

Q4. Why would I access the EAP?

A4. The EAP service is available to assist staff who are seeking to address personal or work related issues. Although this is not an exclusive list these matters may include:

- dealing with work or life change;
- relationship issues;
- personal trauma;
- family difficulties;
- financial concerns;
- alcohol or substance abuse;
- gambling or other addictions;
- coping or dealing with grief and/or loss;
- emotional stress;
- work/life balance;
- work-related difficulties;
- anxiety and depression;
- conflict.

Q5. Who can access the EAP?

A5. The EAP is available to full-time, part-time, fixed-term and continuing staff members and their immediate family. Casual staff members do not have access to the EAP.

Q6. Who is considered an immediate family member for the purpose of accessing the EAP?

A6. "Immediate Family" means a staff member's spouse (married or de facto), and/or child or adult child (including adopted child, step child, ward or ex nuptial child).

Q7. How often can I access EAP?

A7. You or your immediate family are entitled to access a total of 3 one-hour sessions per calendar year, paid for by the University. The EAP is a short term intervention for addressing issues of immediate concern. Should additional sessions be required, your counsellor may refer you to an appropriate external agency, or arrange for you to continue with her or him in a private capacity at your expense.

Q8. How do I access the EAP?

A8. The EAP is designed to encourage self-referral. In some cases a nominated supervisor may, suggest that a staff member use the EAP or arrange an initial appointment at the staff member's request. However, the choice of using the EAP is yours. No one can require you to use the EAP.

Contact with the EAP is confidential and is accessible 24 hours a day. You can contact ACCESS Programs, the EAP provider on **1800 818 728**, or use the following web site link <http://www.accessprograms.com.au/contact.aspx?element=56&category=1>

Q9. Can I access the EAP during work hours?

A9. Time off during work hours can be provided to attend an appointment, if a prior arrangement is made with your nominated supervisor. If you don't want your nominated supervisor to know that you're attending the EAP, then simply make an appointment in your own time.

Q10. Who will know if I access the EAP?

A10. The service is completely confidential, which means if you refer yourself to the EAP, no one will know if you make an appointment outside work hours. As stated above, if you wish to attend an appointment during working hours you will need to notify your nominated supervisor. A confidential billing invoice is provided to the Director, Human Resources by the service provider and does not provide identification of an individual.

Q11. How do I find out further information about the EAP?

- You can refer to the Human Resources Directorate website at <http://my.acu.edu.au/17108> for policy/guideline information,
- Discuss with your nominated supervisor, or contact your local Human Resources Consultant.
- The ACU EAP Coordinator is the National OH&S and Wellbeing Coordinator, who can be contacted on 02 9739 2152 or internally on 2152.
- The EAP Provider ACCESS Program have useful work/life links on their website that provide considerable information about common wellbeing issues. This is available at <http://www.accessprograms.com.au/Page2.aspx?category=1&element=22>.