

Employee Assistance Program

Employee Assistance Program (EAP) services are available 24/7

They provide free, professional, and confidential counselling services for healthcare workers (workers) and their immediate family.

The service can be accessed as required: face to face, online or by phone.

Attending or participating in an EAP session is voluntary.

EAP is a valuable resource to support workers and managers after an occupational violence (OV) incident.

EAP providers

The EAP Services are all staffed 24 hours a day, 365 days of the year.

Service	Provider	Contact
ACTHD CHS	Converge International	Phone: 1300 687 327 (1300 OUR EAP) Email: info@convergeintl.com.au Website: https://www.convergeinternational.com.au/ More information available on the ACTPS Employment Portal .
CPHB	Life Works	Phone: 1300 361 008 Refer to informational posters located throughout CPHB sites.

EAP services

Confidential support

EAP services provide confidential support for workers and their immediate family for work or non-work-related issues. Workers should be assured that EAP is a safe and private space to connect with a professional counsellor, without fear that any details will be discussed with their manager or the healthcare service. EAP providers are qualified to support people presenting with grief/bereavement, a broad range of other presenting issues and routinely practice in all areas relating to mental health and wellness.

Referral

Workers who are impacted directly or indirectly by incidents at work are encouraged to attend an EAP appointment. Workers can self-refer to EAP services. They may also be referred by a manager, but they are not obliged to engage. If a worker is referred to an EAP service, managers cannot receive information on the process without written consent of the employee. Privacy is maintained unless details are required by law or there is a risk of the workers harming themselves or someone else. In which case, there is a duty of care for the EAP provider to refer to external mental health specialist services.

Post incident support

In addition to providing 24-hour free, professional, independent, and confidential counselling services to all workers and their immediate families, the EAP providers can also offer on-site support following a critical incident.

Initial support

This initial support is offered to reduce the impact of the incident and provide information on common stress reactions and support for workers to be at work, support options available and to check on the wellbeing of workers.

Following a critical incident, in addition to arranging an operational debrief, the manager will contact EAP by telephone who will determine the appropriate action and guidance, including whether on-site support for workers is required. EAP can be contacted 24 hours a day, seven days a week. On-site support, if required, is generally provided during business hours, however after-hours on-site support will be considered on a case-by-case basis.

The EAP provider may recommend face to face, video link or over the phone support, including welfare checks if required. EAP for on-site support is paid for by the requesting area's cost centre.

Follow-up support

Continued support can be provided for workers with the EAP provider either face to face, via video link or over the phone. Following critical incident support for workers EAP will provide feedback to the manager on any workers who may require work maintenance or reasonable adjustments.

Ongoing support

Workers showing few symptoms should still be encouraged to access an EAP service. After the initial contact, if workers are showing significant symptoms and with their permission, they are followed up by EAP and provided with counselling. The EAP will provide final feedback to the referring manager.

Manager's hotline

Managers, team leaders and supervisors are encouraged to call the manager assist hotline – available with all EAP providers – to seek personal and/or professional guidance and support. This includes personal support or coaching and assistance to proactively address any concerns managers have about work including (but not limited to):

- supporting workers
- how to manage workers
- how to manage a difficult situation
- how to resolve any workplace issues
- supporting the manager as an individual/recipient of EAP services.

Manager's hotline – available from all providers.

Refer to the **Support services factsheet** for details of other support services available to connect with.

ACKNOWLEDGMENT OF COUNTRY

ACT Health acknowledges the Traditional Custodians of the land, the Ngunnawal people. ACT Health respects their continuing culture and connections to the land and the unique contributions they make to the life of this area. ACT Health also acknowledges and welcomes Aboriginal and Torres Strait Islander peoples who are part of the community we serve.

ACCESSIBILITY

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

For further accessibility information, visit: www.health.act.gov.au/accessibility

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