

# Employee Assistance Program (EAP)

Presented by:

 **LifeWorks**





## By the end of this session, you will:

- Understand the EAP
- Why you would use it
- Who is delivering it
- What to expect when calling
- Have some strategies for maintaining wellbeing

## What is the Employee Assistance Program (EAP)?

Free, short term counselling and coaching services provided to you and your immediate adult family members.

We all need some extra support from time to time. Working with an experienced professional can help you to develop tailored strategies that help enhance your wellbeing – both in and outside of work.

## Understanding the EAP

- **Private and confidential**—our clinicians are bound by a strict code of conduct
- Support for any **work, health and life issues** you'd like to explore and discuss
- **Free service** for you and your immediate family (18 years and over)
- **4 sessions** per issue, per year
- Counselling is offered **face to face**, via **telephone** or **video**
- **Manager Assist** program also available





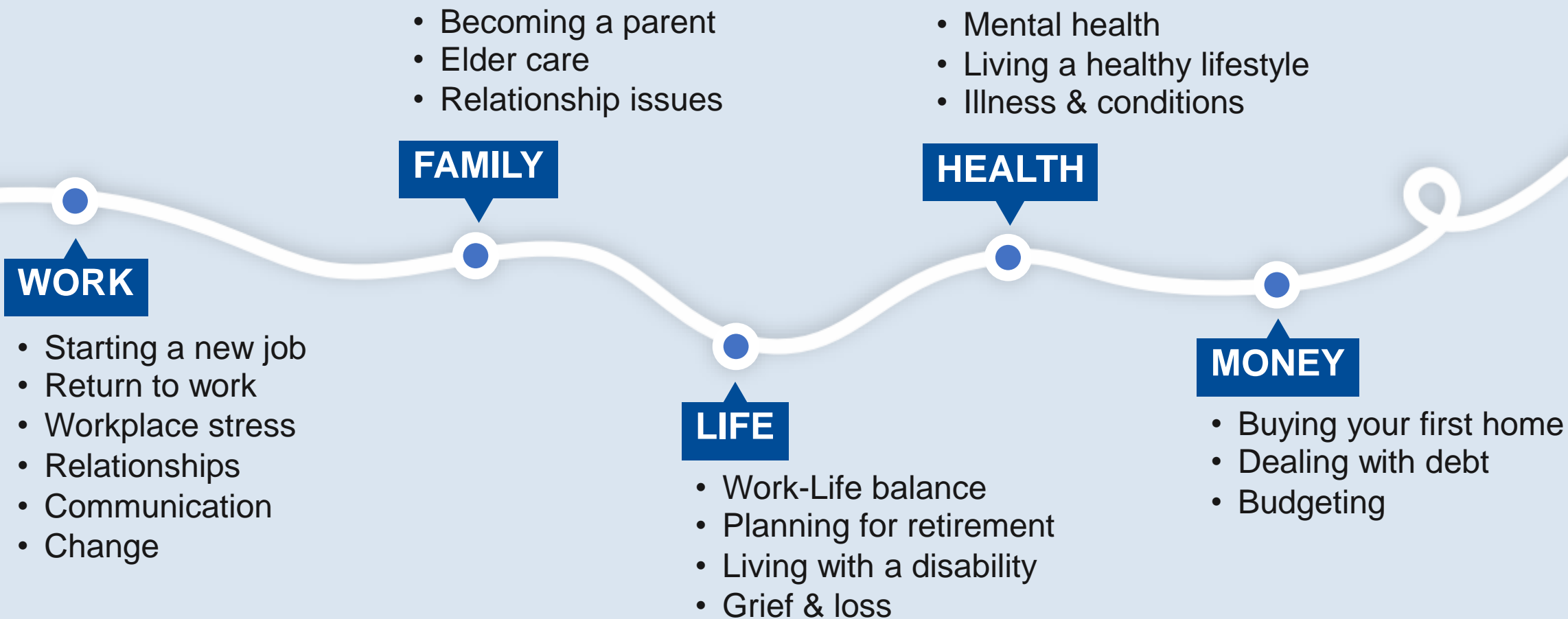
## Your Privacy and Confidentiality

**Privacy** and **confidentiality** are key features of the service:

- No one will know you have used the EAP
- No back-to-back appointments with colleagues
- Discreet, email or voicemail
- Confidential records
- All clinicians are bound by a strict code of conduct
- Only de-identified, aggregated data is provided back to DET

# Why use the EAP

Use the EAP to navigate through key life milestones.



# Who is delivering the EAP?

The EAP is delivered by highly experienced Psychologists and Social Workers all located in Victoria.



**Gavin Sharp,  
Psychologist**

- Career coaching
- Organisational change
- Leadership development



**Alison Knight,  
Psychologist**

- Grief/Bereavement
- Workplace Trauma
- Workplace harassment & discrimination



**Renee Boyle,  
Counsellor**

- School environment (*previously teacher*)
- Anger Management
- Cultural Issues
- LGBTIQ+



**Pauline Pearson,  
Social Worker**

- Couples Counselling
- Elderly Issues
- Parenting



**Bruce Perham,  
Social Worker**

- Occupational fatigue
- Compassion fatigue
- Addiction



**Kristine Thompson,  
Psychologist**

- Wellbeing
- Leadership
- Family violence

## Specialist Counsellors

Specialist counsellors are available on request for matters relating to First Nations people, LGBTIQ+, family violence, and for people with a disability.

To request a specialist counsellor please:

- Ask our team to book you in with a specialist when booking an appointment
- Be specific about the type of clinician you would like to speak to



**Susan Swain, Social Worker**

- Family violence
- First Nations People
- Mental health



**Bronwyn Williams, Psychologist**

- LGBTIQ+
- Identity concerns
- Body image



**Mandy Bell, Psychologist**

- First Nation People (*Identifies as Indigenous*)
- School environment (*previously school counsellor*)
- Family conflict



## What are your colleagues saying about their experiences using the EAP?

“The Counsellor really listened, heard and understood my concerns. He also helped me process the concerns and take some actions.”

“The consultant was empathetic and understood the challenges of education.”

“Really helped me understand through being able to speak things out loud. Very empowering.”

“Very easy process.”

“It was great to have a chat to someone outside of the situation, be validated and consider strategies for next steps. Felt much calmer afterwards.”

“I think if people knew how easy it is to access and how quickly you can get a phone appointment they might be more likely to use the service. Especially because it's such a long time to wait for in-person counselling services in our rural area.”

## What to expect when calling the EAP



Call LifeWorks on  
**1300 361 008**

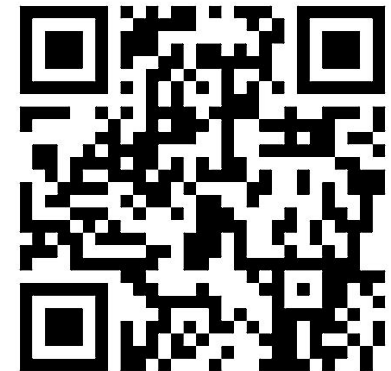
- 24/7 phone access, 365 days
- Select **option 2**
- Call answered by specialist DET intake team



Access **chat function** via  
LifeWorks Platform

[detvic.lifeworks.com](https://detvic.lifeworks.com)

- User ID: **detvic**
- Password: **detvic1**



## What we've covered today

- We are available 24/7
- Use the EAP early—no issue is too small
- EAP is for counselling and coaching services, e.g., Manager Assist
- EAP is strictly confidential
- You can always keep the same counsellor
- You can always change counsellor
- Remind family members the services are available for them

**If you have any further questions,  
please contact LifeWorks**

