

3.23 Employee Assistance Program (EAP) Counselling and Critical Incident Support

POLICY TITLE: EMPLOYEE ASSISTANCE PROGRAM (EAP) COUNSELLING AND CRITICAL INCIDENT SUPPORT

FILE REF: SC67

REVIEW DATE: MARCH 2027

OBJECTIVES

To provide an independent and confidential professional psychological and counselling service to employees and immediate families conducted by qualified and experienced social workers, counsellors, mediators and psychologists.

POLICY STATEMENT

Lockhart Shire Council is committed to ensuring the health, safety and welfare of all employees at work. Council is committed to providing all employees preventative and proactive risk management services to assist in the reduction of workplace injuries and illness.

The aim of the Employee Assistance Program (EAP) is to offer independent, professional and confidential counselling assistance to people who may need help with particular problems affecting their well-being, both personally and in the workplace.

The EAP is a counselling and advisory service, which is made available to all employees and their immediate families, at no cost to the employee. The counselling discussion is informal, friendly and focused on employee needs.

An EAP is aimed at assisting persons experiencing difficulties in their lives such as:

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
- Depression and Anxiety
- Communication problems
- Anger management
- Separation and divorce
- Insomnia or sleep problems
- Grief and loss

The EAP may also be used to provide critical incident support and debriefing. The services offered through EAP include:

- Assessment
- Phone and face to face counselling
- External referrals for persons needing on-going support or further assistance

All employees will be provided with an information session and all new employees will be provided with information on induction.

Each employee/family member may access a maximum number of three (3), one (1) hour counselling sessions each year.

Lockhart Shire Council's EAP provider is CentaCare Southwest NSW.

EAP Contact telephone number 1300 619 379

*Adopted by Council – 18 March 2024
Refer Minute No. 47/24*

*Adopted by Council – 15 March 2021
Refer Minute No. 38/21*