

EAP

EMPLOYEE ASSISTANCE PROGRAMS



PROVIDED AND FUNDED BY AN EMPLOYER, AN EAP PROVIDES CONFIDENTIAL COUNSELLING SERVICES TO SUPPORT THE EMOTIONAL AND PSYCHOLOGICAL WELLBEING OF THEIR STAFF, BOTH IN THE WORKPLACE AND IN THEIR PERSONAL LIVES.

According to the Employee Assistance Professional Association of Australia, EAPs are “designed to enhance the emotional, mental and general psychological wellbeing of all employees and includes services for immediate family members”.

The Lifeworks Health Services EAP empowers employers to develop a supportive culture of care, and foster a more productive, mentally well workforce. It is usually a set number of pre-approved counselling sessions made available to

staff to utilise as they choose. EAP can also be offered to family members of staff.

In addition, Lifeworks Health Services provide Manager Assist – a confidential counselling and coaching service specifically for supervisors and managers. As well as supporting their psychological and emotional wellbeing, Manager Assist counsellors can provide targeted support around leadership and communication as well as help resolve concerns around manager-specific stressors.

Data shows that EAPs:



Improve performance and productivity



Improve staff morale and perception of company



Reduce absenteeism and presenteeism



Lowers risk of workers compensation



Proactive approach to workplace stress



Early intervention for at risk employees

How does it work?

Once the EAP is in place, Lifeworks Health Services provides services either face to face, by telephone or video call.

Staff members can self-refer by calling our office to arrange a confidential appointment. Alternatively, a staff member's manager or HR representative can make a referral on their behalf.

No information about a person's counselling sessions is ever provided to any third party or organisation without prior consent.

All Lifeworks Health Services psychologists and counsellors are qualified, suitably experienced and hold current membership with their relevant governing body.

Contact us on 1300 350 421 if you would like to discuss implementing an EAP in your organisation.