

EMPLOYEE ASSISTANCE PROGRAM - GUIDE

Overview of Employee Assistance Program:

The Carer and Employee Assistance Program (EAP) is designed to offer external confidential, independent, professional counselling and support services to people who may find themselves in difficult circumstances arising from life's many challenges.

Life Without Barriers is committed to ensuring the health, safety and wellbeing of all carers and employees. As such, we recognise that personal problems can often take their toll on our people. It is not Life Without Barriers intention to interfere with our carers or employees personal lives. It is however Life Without Barriers intention to ensure the wellbeing of each carer and employee.

Reasons you would use the EAP:

In times of need, effective, independent, professional counselling can help

If you feel you need to talk about your concerns or issues relating to:

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|------------------------------|---------------------------------|
| o Personal issues | o Concerns about your children |
| o Anxiety and depression | o Family or relationship issues |
| o Stress management | o Finance or legal problems |
| o Grief and/or loss | o Substance abuse |
| o Emotional abuse | o Dealing with traumatic events |
| o Physical or domestic abuse | o Low self-esteem |

**EAP is available
24/7 to all
carers,
employees and
direct family
members**

Outline of EAP:

EAP may be contacted directly by our carers and employees.

- The program provides for up to two (2) professional counselling sessions. Further sessions may be requested by Drake for LWB to approve if required.
- Counselling is generally provided off site at one of the Providers convenient counselling rooms or over the phone
- Appointments can be made by contacting EAP directly 24/7 on 1300 135 600

About the EAP provider:

Drake WorkWise has been engaged by Life Without Barriers to provide the Carer and Employee Assistance Program (EAP). Drake WorkWise is a totally independent, professional counselling service to help carers and employees deal with life issues. Counselling is available throughout Australia.

EAP Counselling is free to use, voluntary and confidential. The team of counsellors, psychologists and clinicians employed by Drake WorkWise are professionally trained and qualified.

Counsellors have extensive experience in their profession, are registered and accredited practitioners and understand the complex needs of individuals and organisations.

General Questions

Is this service really free?

The service is provided by Life Without Barriers at no cost to you.

How many visits are included?

You are able to make up to two (2) appointments.

Please note that your GP is also able to assist by providing you with a mental health referral if you prefer. There is a Medicare based system entitling you to up to 7 free sessions with a counsellor

What if I am referred to another service?

A Counsellor may refer you to another program or service that provides additional or longer-term support. It is completely your decision if you wish to continue and incur the costs if any.

How do I know it is really confidential?

The program is designed to assist and help carers and employees manage concerns or issues. Drake WorkWise does not report back to Life Without Barriers anything about the person, you are assured the service is both confidential and sensitive to maintain discretion.

Do I have to use this service?

The EAP is provided and available to all carers and employees. There is no expectation that every carer or employee will use this service. It is up to you if you use this service now or possibly in the future.

Manager Assist

Provides assistance to managers who may need advice from an objective and confidential source!

Where can I get more information or provide feedback?

You can gain more information or provide feedback on EAP services at:

EAP Website – www.drakeworkwise.com.au

LWB National Safety – injurymanagement@lwb.org.au

State Safety Officers – safety@lwb.org.au