

# Employee Assistance Program

NSW Department of Education

March 2011

sloping upwards; -  
opens). [f. RISE<sup>1</sup> +  
**risk** n., & v.t. 1.  
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# Sept 2010 Welfare Survey - Deputy's Role

- ▶ Student welfare and discipline
- ▶ Staff welfare
- ▶ Parent and Community communication
- ▶ School Promotion
- ▶ Professional Development
- ▶ Curriculum Development
- ▶ Educational Leadership
- ▶ Management
- ▶ Teaching

# Sept 2010 Welfare Survey

The following are some of the issues that were noted in the September 2010 survey:

- ▶ Teaching load – conflicts between Deputy duties and teaching load
- ▶ Professional Development – perception of reduced opportunities
- ▶ Impacts of Policy, Procedural and Structural changes
- ▶ Increased workload and time commitment
- ▶ Issues with student welfare and discipline
- ▶ OH&S Issues - Staff welfare, Deputy confidence, etc

# What is an EAP?

- ▶ A range of services focused on providing support and achieving a high level of well being of employees
- ▶ Short-term, solution focused counselling
- ▶ Support for personal or work-related issues
- ▶ Independent & non- judgemental
- ▶ Provided at no cost for employees
- ▶ Totally confidential
- ▶ Voluntary



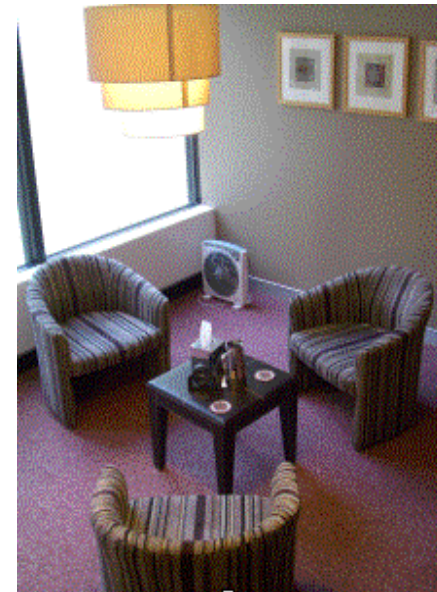
# How can EAP support you?

- ▶ Early assistance → avoid major issues
- ▶ Strategies for now and the future
- ▶ An opportunity to talk through and clarify concerns
- ▶ Identifying possible options for action
- ▶ Providing support in making changes
- ▶ Learning new ways of dealing with difficulties
- ▶ Developing plans to approach difficult issues in a constructive manner
- ▶ Increasing confidence



# employeeAssist™

- ▶ 30 - 60 minute sessions
- ▶ Phone/face-to-face/online
- ▶ Choice of Counsellor
- ▶ An opportunity to talk in an informal and relaxed environment
- ▶ Registered Psychologists and Social Workers with at least 5 years experience
- ▶ Referral for long term/specialist support
- ▶ 24 / 7 support



# Personal concerns

- ▶ Relationship / marriage problems
- ▶ Family issues
- ▶ Alcohol or other substances
- ▶ Separation / divorce
- ▶ Health and medical problems
- ▶ Worries about children / adolescents
- ▶ Grief, loss, bereavement
- ▶ Depression, anxiety
- ▶ Legal, financial problems
- ▶ Career planning assistance



# Work concerns

- ▶ Dealing with shift work
- ▶ New technology
- ▶ Relationships with team members / supervisors
- ▶ Conflict or communication issues
- ▶ Stress and tension
- ▶ Issues relating to career
- ▶ Work life balance
- ▶ Changes in the organisation (downsizing, restructuring, new tasks or roles)



# Financial concerns - moneyAssist™

- ▶ From help with budgeting to help consolidating loans and negotiating rates with banks
- ▶ Over the phone service
- ▶ Fully accredited financial counsellors
- ▶ Not financial planning advice
- ▶ Call 1300 360 364 or use eapdirect®



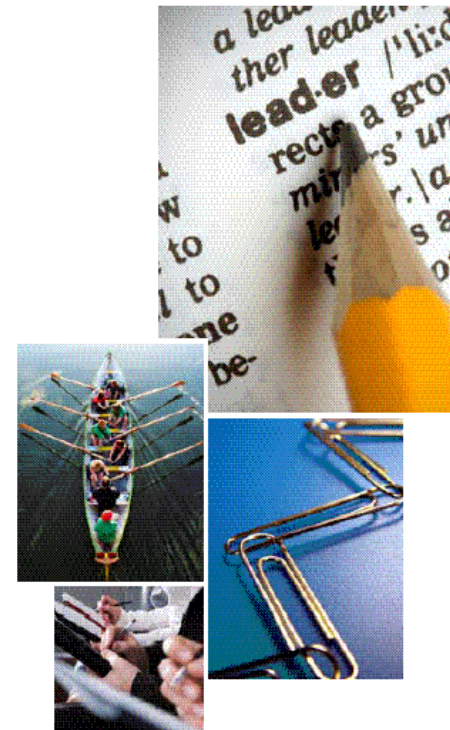
# managerAssist™



- ▶ A resource to assist those with management responsibilities maximise individual or team well being, motivation and performance
- ▶ managerAssist™ recognises the need to support managers to deal with staff difficulties and performance issues
- ▶ Advisory resource service providing suggestions, advice and options
- ▶ Provides an impartial opinion / sounding board and an opportunity to check ideas and approaches

# Common managerAssist™ issues

- ▶ Individual or team motivation / morale
- ▶ Performance management
- ▶ Individual or team conflict
- ▶ Communication issues
- ▶ Staff stress / health issues
- ▶ Change management / dealing with change
- ▶ Confidence in dealing with difficult issues



# eapdirect®

- ▶ Online wellbeing extranet resource
- ▶ Log onto [www.eapdirect.com.au](http://www.eapdirect.com.au)
- ▶ Site provides articles, self-assessment too and online counselling
- ▶ The site is completely confidential
- ▶ Once logged in, you will be able to set up your own username and password



# traumaAssist™

- ▶ For serious incidents such as workplace accidents, fatalities, serious injuries, assaults, suicide, threats, etc
- ▶ Major disasters – such as the Queensland floods, Victoria bushfires, Bali bombing
- ▶ Phone contact and liaison within 20 minutes
- ▶ Onsite debriefing within 2 hours in metropolitan areas (48 hours in regional areas)
- ▶ Strong focus on trauma management – not just immediate response



# Our services



# Accessing EAP Services

**Call 1300 360 364 / 24 hours / 7 days**

## Face to face and Telephone Counselling Appointments

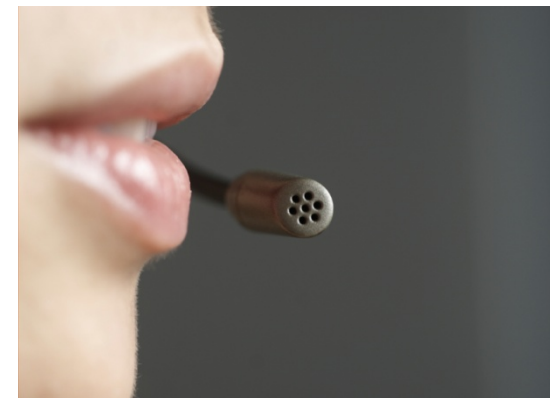
- ▶ Available during business hours 8.30am – 5.30pm
- ▶ Appointment available within 2 working days (metro) or 5 working days (regional)

## Emergency EAP Counselling

- ▶ Available by telephone 24 hours / 7 Days

## Trauma Service

- ▶ Available 24 hours / 7 days.



# EAP Centre

## 1300 360 364

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