

How confidential is the EAP?

All EAP consultations are strictly confidential. Your counsellor will not share information about you with anyone unless authorised by you in writing — there are exceptions to this which the counsellor will discuss with you.

Who can use the EAP?

- All UWA employees and approved University affiliates.
- Family members, a person whose care is the responsibility of the employee or those in a close relationship with the employee.

Do I have to pay for the EAP?

No. This service is free to you and eligible persons for up to six sessions per year.

Will my job be affected?

The University supports the EAP. Use of the program will not be held against you, or detract from any employment opportunities. Details of the EAP policy are located at safety.uwa.edu.au/health-wellbeing/health/eap



Employee Assistance Program

PeopleSense Head Office

2 Bagot Road, Subiaco WA 6008

Other metro locations include Joondalup, Midland, East Fremantle, Murdoch, Mandurah and Rockingham

T: 1300 307 912 (24 hours, 7 days)

E: reception@peoplesense.com.au

UWA Counselling Service

The University of Western Australia

First Floor, Student Central Building (south wing)

35 Stirling Highway, Crawley WA 6009

T: +61 8 6488 2423 (office hours)

safety.uwa.edu.au/health-wellbeing/health/eap





Good days, bad days We all have them...

What is an Employee Assistance Program?

The Employee Assistance Program (EAP) is a free confidential counselling service offered to UWA employees and eligible persons. This program can assist with personal or work-related issues that may be impacting your health, wellbeing or job performance.

Issues your EAP can assist with

Often, the longer an issue remains unresolved, the more aspects of your life are affected by it. Early help with a minor issue may prevent its development into a major one. These issues may include:

- Conflict with others
- Coping with change
- Relationships
- Marital and family problems
- Children and adolescents' mental health
- Anxiety, stress and depression
- Alcohol and substance misuse
- Grief and loss
- Crisis and trauma response
- Financial and legal

How can I access the EAP?

Appointments can be made by telephone, email or in person at the counselling offices. For contact details please see the back panel of this brochure. Managers, colleagues or family members can suggest the use of the EAP but the decision to make an appointment is always voluntary.

The University offers two providers:

External provider: PeopleSense is a Perth based company who employ registered psychologists with extensive experience in EAP counselling and workplace consulting. Psychologists can be accessed through face-to-face, telephone or internet based modes.

Internal provider: Our UWA Counselling Service is located on the Crawley campus. The counsellors are qualified and trained psychologists and have extensive specialist training in counselling and experience working with students and staff at the University.

What happens in a counselling session?

The EAP operates with a four stage process:

- Understanding the problem
- Identifying options
- Developing an agreed action plan
- Skills development and application

Counselling often helps you to see things in a different light and to develop plans to approach difficult issues in a constructive manner.

Manager Assistance Program

Managers at times can face complex situations and demands that impact on their ability to manage their employees effectively. This service is designed to support managers in proactively addressing employee issues and enhance their management and leadership skills.

