

## Our Website

Visit our website for information, links and tips covering a wide range of topics.

[www.accesssa.com.au](http://www.accesssa.com.au)

## Call us

Whatever the nature and extent of your concerns, feel free to call us. We are available by telephone 24 hours a day.

Simply provide some basic details about yourself and your workplace and we will offer you a confidential appointment with a counsellor at a time that suits you.

## Contact

For confidential enquiries and appointments:

### **ACCESS Programs**

[www.accesssa.com.au](http://www.accesssa.com.au)

[enquiries@accesssa.com.au](mailto:enquiries@accesssa.com.au)

In Australia, call 1300 66 77 00 | 08 8215 6799

In New Zealand, call 0800 327 669

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ACCESS Programs is a social enterprise of:



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A Child Safe Organisation  
Centacare has an ongoing commitment to building and maintaining a Child Safe Organisation.



Centacare welcomes people who are intersex, gender diverse and of all sexualities.



#### **Statement regarding the traditional owners of the land**

For thousands of years Aboriginal people have walked on this land, in their country. Their relationship with the land is at the centre of their lives. We acknowledge the Aboriginal people and their stewardship and spiritual connection with their lands.



Centacare is nationally accredited against the Quality Improvement Council (QIC), Australian Health and Community Services Standards.



**A C C E S S**  
P R O G R A M S  
eap & workplace consulting

# Your Employee Assistance Program

## Your Employee Assistance Program (EAP)

Your Employee Assistance Program is a counselling service provided by your employer which is free, voluntary and confidential.

ACCESS Programs is the external counselling service which has been selected by your employer to deliver your organisation's EAP.

We have been delivering Employee Assistance Programs since 1989 and we have helped thousands of people effectively deal with problems at home and at work.

We can assist when personal, family or work issues are impacting on your well-being or quality of life.

Our qualified and experienced counsellors use short-term, solution-focussed counselling techniques to resolve the issues identified.

## Confidentiality and Privacy

No one, including your employer, will know that you have sought counselling, and using the EAP will not affect your position at work.

We offer counselling sessions from a variety of convenient locations with some out of hours options, in addition to 24 hour telephone support.

ACCESS Programs counsellors are independent of your employer and are committed to maintaining your confidentiality. Therefore, we will not disclose information you have shared unless you request it and authorise us in writing.

Counsellors, like other professionals, may be legally bound to disclose information in some exceptional cases, such as when there is the risk of harm to self or others.

## When to reach out to ACCESS Programs

How you feel is always a good way of judging when you might need assistance.

### **If you find yourself:**

- Being distracted by problems at work or home
- Getting tired or sick
- Having days off
- Feeling emotional
- Running late
- Missing deadlines
- Being involved in conflicts
- Burdened by everyday concerns

Then, you may wish to make use of your EAP.

### **Some common issues people seek assistance for are:**

- Relationship and family problems
- Grief and loss
- Conflict with fellow workers
- Gambling
- Alcohol and drug use
- Stress
- Emotional distress

