

## What is an Employee Assistance Program (EAP)?

An Employee Assistance Program (EAP) is a confidential counselling or advisory service. It is there for employees to obtain professional assistance and guidance to resolve or better manage work or personal problems that may be affecting their work performance, productivity and well-being.

HCO is pleased to provide this confidential service to its staff through Central Psychology Services.

## About Central Psychology Services.

Central Psychology Services is a group practice with many years of experience.

Central Psychology Services have a number of psychologists who work with the practice that provide Employee Assistance Program (EAP) services. This ensures a booking to see someone as soon as possible.

As registered psychologist Central Psychology Services guarantee confidential services as part of their professional obligations. All of Central Psychology Services psychologists have the minimum six years training required for registration as well as additional specialist training such as hypnotherapy, clinical psychology, trauma management relationship and family counselling and mediation.

## How does an EAP work?

Any staff member is welcome to self-refer. There is an initial limit of 3 sessions. Limited further sessions can be negotiated.

The service is confidential – details cannot be revealed about you unless you give Central Psychology Services specific permission.



## Need to make an appointment?

Contact Central Psychology Services via phone Monday to Friday during business hours. Alternatively email Central Psychology Services to make an appointment.


Make sure you tell them you work for HCO when making an appointment. Also feel free to ask for a psychologist who has particular experience or of a particular gender.

## Central Psychology Services Contact Details.

**P** (08) 8410 2342

**A** 18 Ruthven Avenue, Adelaide SA 5000

**E** [enquiries@centralpsychserv.com.au](mailto:enquiries@centralpsychserv.com.au)

 Central Psychology Services



# Employee Assistance Program

## Provided by Central Psychology Services for HCO.



# Services provided.

The services provided is expert assistance for a range of personal and work related problems.

These may include

## Personal/Family Reasons

- Anxiety and Panic Attacks
- Stress
- Grief and Loss
- Alcohol and Drug Abuse
- Pain Management
- Relationship Difficulties
- Emotional or Physical Abuse

## Work Issues

- Work Related Anxiety/Stress
- Performance Problems
- Relationships between Co-workers

# Other Services.

Central Psychology Services see an Employee Assistance Program (EAP) as including work at the organisational level as well as at the individual level.

Central Psychology Services can assist with a range of work issues which might include:

- Mediation
- Conflict Resolution
- Change Management
- Performance Issues
- Climate Surveys

Central Psychology Services also provide work related training including:

- Handling Change Workshops
- Diversity in the Workplace
- Stress Management
- Conflict Resolution

# Feedback.

Central Psychology Services are committed to providing the best possible care to the individuals, families and organisations who use their services. They are bound by a code of professional ethics and professional practice established by the Australia Psychological Society. They believe in a collaborative relationship with their clients, which is inclusive of, and responsive to all



Central Psychology Services welcome feedback, so please feel free to discuss any concerns with them or the head of the practice, Fiona Stevens, preferably via email: [fs@centralpsychserv.com.au](mailto:fs@centralpsychserv.com.au)

## Emergency Contacts

### Lifeline

P 13 11 14

W [lifeline.org.au](http://lifeline.org.au)

### ACIS

(Assessment and Crisis Intervention Service)

P 13 14 65

## Other Sources of Information

### Beyond Blue

P 1300 22 4636

W [beyondblue.org.au](http://beyondblue.org.au)

### APS

(Australian Psychological Society)

P 1800 333 497

W [psychology.org.au](http://psychology.org.au)

