

# Employee Assistance Program



The Employee Assistance Program (EAP) is a professional counselling service; that is offered in complete confidence and is free to your employees. Konekt's EAP service can be used for any work-related or personal issues your employees are unable to resolve on their own. The service is provided by a national group of experienced and understanding counsellors provided through Konekt.

## What services are available?

The Employee Assistance Program assists eligible employees, by providing:

- Individual face-to-face or telephone counselling available during standard business hours, Monday to Friday;
- Group Counselling;
- Advice and counselling relating to management issues;
- Serious incident/trauma de-briefing;
- Home or work visits if appropriate;
- When necessary, referral to appropriate agencies.

## What types of issues can EAP be used for?

- Work related problems
- Interpersonal conflicts
- Harassment and discrimination
- Work and personal trauma
- Relationship difficulties
- Alcohol or drug problems
- Financial and gambling difficulties
- Child and family issues
- Grief and bereavement
- Emotional problems

## How does EAP work?

Employees are encouraged, in the first instance, and particularly if there are work related issues, to consult with their manager, the HR Department or the Company medical practitioner about any issues that are of concern. A referral will be arranged if the issue cannot be resolved in-house.

Employees may refer themselves for the counselling. They should telephone the centralised Konekt number and will need to indicate their role and the type of advice or assistance they are seeking, and whether face-to-face or telephone counselling is required.

Employees usually attend in their own time or for work related issues, their supervisor may approve attendance in work hours. Proof of employment may need to be sighted in some cases when in attendance of the service.

**Konekt recognises that employees face issues in their lives, both work related and personal, which can often be difficult to resolve. That's why we've developed our Employee Assistance Program.**

## Like to know more?

For more information, contact your nearest Konekt office or go to [www.konekt.com.au](http://www.konekt.com.au)