

# Employee Assistance Services

From time to time, everyone hits “bad patches” in their lives as a result of major life events or problems at work. Sometimes it seems for no apparent reason. Usually we rebound from these temporary setbacks, often with some family, work or social support. However, occasionally we can get stuck and that’s when things can go “off the rails”.

Left untreated, these people can suffer psychological and emotional complications. In recognition of this, many employers choose to utilise Employee Assistance Services; a service provided by our experienced psychologists to deliver psychological assistance and support to your employees.

## What type of assistance is available?

That assistance and treatment can take many forms, for example:

- Providing immediate “on site” assistance to employees involved in accidents and traumatic events.
- Counselling for work or home issues.
- Stress management.
- Addressing substance abuse issues such as excessive alcohol consumption or illegal drug use.
- Grief and crisis counselling.
- Relationship difficulties/separation.
- Performance management.
- Confidence building.
- Managing anxiety and depression.
- Supporting the employee to address disciplinary matters, erratic or inappropriate behaviour.

*“Providing professional advice and support for your employees to get back on track”*

## What coverage is available?

PsychWorks Partnership provides a direct regional coverage for Employee Assistance Services and a national coverage for your employees is available through our psychologists’ network in all capital cities. Telephone counselling or face to face services are available.



## Why would an employer pay for an employee to get assistance?

There are many valid economic and social reasons why an employer would put an Employee Assistance Service in place.

- To address an employee's performance due to a personal problem in their life
- To provide professional psychological assistance, rather than well meaning "curb side counselling" by workmates or supervisors that often exacerbate or confuse the situation even more
- In an effort to reduce absenteeism due to the many psychological factors that make people mentally and physically ill
- To minimise the knock-on impact of one employee's performance affecting others in a team or business unit
- Many employees are reluctant to seek assistance due to personal circumstances or beliefs about "counselling" however they would clearly benefit through a confidential referral service
- To get an employee back on track when the usual performance management processes have not worked in the organisation
- All too often, some employees just can't workthrough situations with their supervisor or manager due to fear about "what they might think" or the thought that it might prejudice their employment or career advancement opportunities in the future
- To minimise legal redress or to factor in as part of an E.B.A.
- To minimise workers compensation claims and associated premium costs

## How does it work?

- Generally, the process is one of self-referral directly to us. In some situations, a supervisor or manager will suggest or encourage an individual to refer themselves. Some may need a gentle "push" in the right direction.
- Many organisations offer Employee Assistance Services to employees and also to their immediate family recognising that family life can impact on the employee's performance at work. Other organisations restrict the service to the employees only. The choice is yours.
- The most effective service is where confidentiality of the employee is preserved which encourages them to seek assistance without fear or embarrassment.
- There are definite benefits to providing this service beyond just being seen as a generous employer or having best practice H.R. The service is designed to address issues quickly and directly (usually 2-3 sessions is required) so that what is often a relatively straightforward situation for a psychologist to deal with, doesn't become unnecessarily complicated when left unresolved or untreated. We are "solution focussed" in approach.
- Clearly, there is potential for "overuse" or even abuse of such a system however this possibility is usually not found in practice. Capping the number of sessions an employee is entitled to, tends to be a good safety net.

*“Solution focused strategies to promote well-being, performance and psychological health in your employees”*

### Like to know more?

Employee Assistance Services deliver a significant return on investment and direct benefits to your employees. For more information, telephone us on **49 332 364** or email us at **contact@psychworks.com.au**.