
EMPLOYEE ASSISTANCE PROGRAM (EAP)

BASIC BELIEF

Mater Dei, through its Employee Assistance Program (EAP), is committed to providing support to its staff and their family member(s) at times when they feel they need assistance to cope with a work related or personal issue.

WHAT IS THE EMPLOYEE ASSISTANCE PROGRAM?

The Mater Dei EAP is a professional, confidential counselling service for staff and their family members offering short term solution focused counselling through a range of providers including

- Active Working Solutions – 1300 132 990
- Centacare – 4254 9316
- Andrew’s Psychological Services – 0409 203657 / 4297 3555
- A provider of choice

WHO CAN ACCESS THE EAP?

The EAP is a self referral service for all Mater Dei staff and their immediate family members but on occasions, Program Managers may suggest the benefits of the service to a staff member. However, the decision to participate under these circumstances, is entirely up to the staff member.

WHAT CAN THE EMPLOYEE ASSISTANCE PROGRAM BE USED FOR?

The Mater Dei EAP can be used for any problems or issues that are personal or work related including

- Anxiety or depression
- Family problems
- Conflict and tension (work or home)
- Relationship difficulties
- Alcohol and drug use
- Gambling
- Grief and loss
- Childcare problems/issues
- Abuse of any kind
- Financial difficulties
- Dealing with change
- Separation and/or divorce
- Other work or personal problems

CONFIDENTIALITY

All EAP appointments and consultations are strictly confidential and this is communicated to all counselling providers before counselling commences by Frank Pitt or Tina McManus.

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IMPLEMENTATION

1. Staff member identifies the need to access counselling for themselves or a family member(s) to deal with a personal or work related problem. The relevant Program Manager may also suggest the benefits of the service to a staff member or an immediate family member(s).
2. Staff member or their family member(s) contacts a counselling provider of their choice and gives the contact details of Frank Pitt – 02 4654 8707 or Tina McManus – 02 4654 8704 before counselling begins.
3. Staff member may contact Frank, Tina or their Program Manager for further information regarding providers and/or assistance regarding the referral process.
4. The counselling provider contacts Frank Pitt or Tina McManus to
 - verify invoice details
 - clarify expected duration of counselling and
 - discuss confidentiality
5. Staff member or their family member(s) contacts the counselling provider and makes a suitable appointment time for counselling to begin.
6. If there are any changes to the expected duration of the counselling the staff member or family member(s) asks the counselling provider to contact Frank Pitt or Tina McManus to discuss options available.
7. After counselling, the provider may suggest that other, or further assistance may be needed and the staff member or family member(s) may be responsible for any costs incurred. These situations are at the discretion of the CEO/Principal.
8. From November 1, 2006, the Australian Government introduced new Medicare items for psychological treatment by registered psychologists. This service provides considerable assistance to people living with a mental illness and to their families, allowing them greater access to psychologists and providing more affordable mental healthcare. Staff members and/or family members must be referred to a psychologist by your GP, psychiatrist or pediatrician who will then assist you with this process.