

our purpose is our people,
our focus is you



Visit qheps.health.qld.gov.au/eap
or email EAP@health.qld.gov.au



Employee assistance services provided by



Ph: 1300 361 008

Queensland Health

**employee
assistance**



Our employees are the most important part of Queensland Health (QH) and we recognise the importance of a work-life balance.

Overview of Employee Assistance

Employee Assistance provides professional short term counselling for up to six (6) sessions per calendar year, offering employees assistance with managing personal and/or work related issues which may affect work performance or personal life.

Statewide Employee Assistance programs and services

Employee Assistance Services (EAS) is an in-house service which has been provided for the past 20 years to support QH employees in the South East corner of Queensland.

Queensland Health now provides a mixed model of services to ensure that your needs are best met.

Employee Assistance Services (EAS) is your in-house provider within your District or Division.

Employee Assistance Program (EAP) is the externally contracted company – PPC Worldwide.

What services does Employee Assistance provide?

counselling

Professional short term, for up to six (6) sessions per calendar year. This is a confidential service that is available 24 hours a day, 7 days a week and 365 days a year at no cost to you.

manager assist

Provided for managers and supervisors of QH employees specifically designed to help manage and proactively address people management issues at an early stage.

crisis response services

Provides immediate services to any sudden and traumatic event that impacts on a person's physical and emotional state to minimise the organisational and individual risk.

What types of issues may be addressed through Employee Assistance?

Assistance can be provided for a variety of personal and/or work related issues which may affect your work performance, including:

- interpersonal conflicts
- relationships and family problems
- emotional stress and depression
- grief, bereavement, loss
- financial and legal issues
- drug and alcohol problems
- gambling problems
- life threatening/serious illness
- career concerns
- work environment problems
- individual follow up of crisis response.

Who can access Employee Assistance?

Employee Assistance can be accessed by all Queensland Health employees, managers/supervisors and the immediate family members of employees. These services are confidential and based on self-referral, however a manager or colleague may wish to support you by referring you to Employee Assistance. Referrals to other services outside of Employee Assistance are often provided to support employees beyond short-term counselling and may not be free.

How can Employee Assistance be accessed?

Employee Assistance is voluntary at all times, is self-referral and is free-of-charge for up to six (6) counselling sessions per calendar year.

Mixed model services are provided throughout the South East corner Health Service Districts (HSD). Employees who are attached to *Gold Coast HSD* or *Metro South HSD* have the choice of contacting the in-house EAS Consultants within these districts or our external EAP provider. For all other Districts/Divisions you can contact our external EAP provider.

Employee Assistance on QHEPS

More information on Employee Assistance can be found on QHEPS at: <http://qheps.health.qld.gov.au/eap/>

The Employee Assistance site contains more detailed information on our core services as well as:

- Disaster Management information;
- specifically designed Locate Your Support page;
- Frequently Asked Questions;
- a confidential Feedback form which can be completed on-line; and
- downloadable resources such as A3 posters.