

Call us

Whatever the nature and extent of your concerns, feel free to call us.

Simply provide some basic details about yourself and your workplace and we will offer you a confidential appointment with a counsellor at a time that suits you.

We're also available by telephone 24/7 to provide immediate help for urgent matters.

In Australia call

1800 81 87 28

In New Zealand call

0800 327 669

In all other countries dial your country code followed by 800 5004 0000.

Find out more

Visit our website to access a range of information, links and tips covering a wide range of topics.

www.accesseap.com.au

INFORMATION FOR MANAGERS & SUPERVISORS

How to use your EAP most effectively.



The Employee Assistance Program (EAP)

Your organisation has engaged AccessEAP to provide the Employee Assistance Program to your employees.

Employees use the EAP for a wide range of personal problems such as bereavement, relationship difficulties, depression and substance abuse; as well as work-related problems such as conflict, restructuring and stress.

AccessEAP provides professional, confidential counselling and other assistance which is paid for by your organisation.

Other Services

Critical Incident Response

Advice, training and counselling to support organisations in effectively handling traumatic incidents in the workplace such as fire, death, industrial accident or robbery.

Training and Facilitation

A range of training programs covering a range of topics such as: Change Management, Stress Management, Anxiety, Leadership and Team Building.

Mediation

External support to help resolve conflict situations between employees.

The role of the Supervisor

Supervisors and managers play an important role in ensuring that the EAP is used effectively. Recognising the early warning signs of an employee in difficulty and knowing how to refer that employee to the EAP are very important functions of a supervisor.

The normal work pattern can vary but, over time, most employees' performance maintains a consistent pattern. Performance may change suddenly during a difficult time, such as the death of someone close. If normal work patterns do not return in a few days or weeks, this could indicate a need to refer to the EAP as unresolved problems can seriously affect an employee's wellbeing.

Supervisors and managers can help their employees by recognising the early warning signs.

What to watch for

- Changes in work performance
- Withdrawal from interaction with others
- Being oversensitive or defensive
- Loss of interest and motivation
- Deterioration of appearance
- Increased absenteeism or lateness
- Diminished attention to detail
- Emotional outbursts, especially over minor matters.

These behaviours may be the result of personal problems or work-related issues such as:

- Lack of training for the role
- Shiftwork pressures
- Job uncertainty
- Workplace conflict
- Organisational restructuring
- Discrimination or harassment.



Referring an employee to the EAP

One of the most difficult tasks for supervisors and managers is to effectively deal with an employee who is having difficulties.

As a supervisor or manager you can recommend and refer staff to our service.

- Explain that help is available through the EAP
- Explain that it is totally confidential and no information concerning their use of the service will be disclosed to management
- Encourage the person to call the 1800 number, but emphasise that it's entirely their choice if they use the service.

In some cases the employee may ask the supervisor to ring to make the appointment. This is fine but only if the employee is definite that he or she wants to attend.

Manager Assistance

AccessEAP provides an objective, confidential and flexible service to assist managers and supervisors in achieving overall staff wellbeing and maximising employee potential. Supervisors or managers can also ring us for advice about how to refer an employee or other matters.