



Brisbane Centre for Psychology
Experts IN PSYCHOLOGY

EMPLOYEE ASSISTANCE PROGRAM (EAP) INFORMATION STATEMENT



WHAT IS EMPLOYEE ASSISTANCE PROGRAM (EAP)?

EAP is a premium counselling service which we encourage employers to offer their staff (& immediate family members if desired), to support their emotional and psychological wellbeing in the ever-intertwined professional & personal wellbeing arenas of life. One in five Australians take time off work regularly due to anxiety, stress, depression, workplace conflict & generally feeling mentally “below par”. We can importantly improve staff wellbeing & ultimately performance & productivity. To maximise the effectiveness & efficiency of EAP support, we choose to utilise only the services of highly experienced practitioners endorsed by the Australian Health Practitioner Regulation Agency (AHPRA) and the Australian Counselling Association (ACA).

Please note that our EAP service is not a crisis hotline. Staff who are in immediate need of support should call Lifeline on **13 11 14** or dial **000** for emergency services.

WHAT ARE THE BENEFITS OF EAP?

- ✓ Increased productivity & performance
- ✓ Reduced workplace conflict, stress & absenteeism
- ✓ Enhanced individual wellbeing & life satisfaction
- ✓ Improved staff morale & employee retention
- ✓ Reduced workers' compensation & lost productivity costs
- ✓ Enhanced employment relationship between staff & the employer

HOW IS AN EAP SESSION CONDUCTED?

EAP is delivered through Human Outsource's wholly owned Queensland-based psychology practice, Brisbane Centre for Psychology (BCP). The service can be delivered either in-person or over-the-phone to maximise the flexibility and access to our service. Our practitioners maximise outcomes by quickly establishing rapport, conducting assessment, identifying key presenting issues, providing psychoeducation, developing insight & coping strategies to alleviate distress and facilitate the maintenance of treatment gains. These therapy sessions are offered during regular business hours Monday to Friday (either in-person or over-the-phone), to provide flexible options for our valued clients. Each EAP session is billed for 50 minutes. Bookings can be easily made via 1300 325 414 during business hours, Monday to Friday.

CALL 1300 325 414 TO MAKE AN APPOINTMENT



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CONFIDENTIALITY AND REPORTING

In accordance with the Australian Psychological Society (APS) Code of Ethics and along with the professional & ethical requirements of AHPRA and the ACA, no personal information obtained during an EAP session is freely disclosed (e.g., to any other person or organisation) without the prior informed and written consent of the individual. However, if a repeated workplace stressor is identified, employees are encouraged to inform their organisation appropriately, so intervention can be implemented and/or they may choose to formally approve our communication with the employer. In terms of reporting, an employer report is produced each quarter where relevant, which provides an overview of organisation utilisation rates, average number of therapy sessions utilised per de-identified employee, types of presenting problems & recommendations for overall wellbeing and performance enhancement.

WHY SHOULD AN EMPLOYER CHOOSE EAP?

With our EAP program, any employer may join the program without the need to pay any unnecessary retained costs like many other employee assistance programs. An employer simply pays for the number of sessions they want, which are valid for a full 12-month period. Ultimately, the EAP program delivers a high quality, corporate psychology solution at an affordable cost. This is a program where your staff can rely on the provision of informed, expert intervention from highly experienced registered psychologists and counsellors delivering premium, gold-standard outcomes.

HOW QUICKLY CAN THE PROGRAM BE SET UP?

As quickly as required. Our program can be set up and accessed in barely no time at all. Simply choose your preferred EAP bundle, forward payment & we will provide you with the 1300 number which can be assessed easily by staff during business hours to arrange an EAP session.

REFERRALS

Referrals can be made directly by staff members wishing to seek EAP services by calling Brisbane Centre for Psychology. This direct access to the service helps to enhance the willingness of staff to seek appropriate intervention in a confidential and timely manner.

HOW MANY SESSIONS CAN AN EMPLOYEE UTILISE?

It will be at the discretion of the employer as to how many sessions one individual employee can access. For example, the employer may choose to allow an employee to access 2, 3 or more sessions per annum. This decision will be ascertained at the commencement of the program and the HR Employee Assist team will administer accordingly.

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COST OF SESSIONS

The following table provides a summary of costs excluding GST:

3 PACK	6 PACK	ADHOC	GROUP SESSIONS
3 x 50 min Sessions	6 x 50 min Sessions	1 x 50 min Sessions	1 x 50 min group/team session (e.g. for team psychological education sessions and initial critical incident meetings)
\$750.00 (\$250 each)	\$1,320.00 (\$220 each)	\$280.00	\$350.00

ANY ADDITIONAL COSTS OF THE SERVICE?

Employers only pay for the sessions they request in a bundle. The only additional possible costs associated with the EAP service are travel costs in the situation where an employer requires a psychologist 'on-site'. Otherwise, we offer a convenient location in near proximity to the city with free parking for those clients wishing to access in-person sessions. Any travel within the greater Brisbane metropolitan area (including Ipswich, North Lakes & Yatala) there is a flat \$60 (excluding GST) charge. Any travel outside of the Greater Brisbane Metropolitan area will be charged at \$60/hr (pro rata) plus any associated motor vehicle or flight costs (availability depending). All costs will be agreed with the employer prior to being incurred. Where there is an inconsistency with this charge and the Human Outsource Pty Ltd Engagement Letter, the engagement letter will apply to the extent of any inconsistency.

CANCELLATION FEE

If an employee makes an appointment then subsequently cancels the appointment within 24 hours of the appointment timeslot, the full cost of the scheduled session will be charged.

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