

Reasons to access EAP support

EAP provides individual or group support to help all NSLHD employees manage work or personal challenges, concerns or issues. The broad range of support spans from crisis management to proactive prevention. Work related issues may include relationships, communication, stress, leadership, change, wellbeing, conflict and trauma whereas personal issues could include bereavement, financial, parenting, relationships, family, anger, anxiety, depression, stress and wellbeing. Also included are additional support services relating to wellbeing, nutrition, career, resiliency, manager role and conflict.

Crisis and immediate support

The EAP first priority of service is crisis support. Support is provided between the hours of 7:00-17:30 dependent on the site requirements and the external EAP (PeopleSense) is available 24/7/365 to provide immediate telephone support to all callers in crisis.

Internal and external EAP providers

The NLSHD has an internal and external EAP provider and employees can select the provider that best suits their needs. Both providers offer telephone, video calls (i.e. Skype) and face to face appointment options. The internal provider offices are onsite at all the NSLHD facilities and the external provider (PeopleSense) offices are offsite.

Confidentiality

The NSLHD EAP service providers offer a **professional and confidential service**. Confidentiality is of the utmost importance and no personal information is disclosed or discussed without your specific written permission. Compulsory disclosure applies where a staff member is at risk of harming themselves, is at risk of harming someone else or where a child 16 years and younger is deemed to be at risk of harm.

Counsellor qualifications

The qualified **EAP psychologist and social worker counsellors** are committed to providing a confidential support service. The external EAP (PeopleSense) will on occasion refer employees to other appropriately qualified professional groups where needed i.e. financial advisors, management coaches etc.

Hours

The internal EAP work hours **range from 7:00-17:30** dependent on the site needs. Please contact the site most convenient to you for specific details. The external EAP provider offers immediate crisis support **24 hours, 7 days per week, 365 days per year** and take bookings for individual support. Face to face meetings are provided at the PeopleSense offices and is available Monday to Friday from 9:00-17:00 and telephone or video calls are available until 20:00.

Free service

Accessing EAP support is free and at no cost to the NSLHD employees and their household family members.

Number of sessions

The internal EAP provider does not have a set number of sessions per employee. The support is tailored to assist the employee, their colleagues, patient care and the broader organisation within the scope of shorter term service provision. Access to the external EAP provider (PeopleSense) is limited to six sessions per twelve month period and includes self-referral to the additional services including wellbeing, career, nutrition, financial, exercise and resiliency support. It is important to note that some of the additional services require a minimum number of sessions and can take up to half of the six yearly sessions.

Session extension

Under exceptional circumstances additional sessions may be approved. The external provider will contact the NSLHD EAP Manager to discuss the reason an extension is required. The employee identity is protected through the use of a client number.

Changing counsellors

The NLSHD would like to ensure that employees have access to the support they need. Employees have the option of **changing support to a new counsellor** at any time with no explanation required. Face to face support with a new counsellor would entail visiting a different NSLHD site, or travelling to a different external provider location. Keep in mind that telephone or video call appointments are always available as a convenient and time saving option.

Family member support

NSLHD employee **household family members** are able to access the NSLHD EAP providers for psychological support only. Access to the external EAP provider (PeopleSense) is limited to six sessions per twelve month period.



Feedback

There are a **number of options** to provide feedback about your EAP experience. Please contact the NSLHD EAP Manager to provide feedback or discuss any concerns, complete the Evaluation Form located on the webpage or a hard copy in the EAP waiting rooms, or send an email to NSLHD-EAPfeedback@health.nsw.gov.au.

Manager support - various services

EAP provides **support to managers** to help them deal with complexities such as psychological or pervasive mental health issues, change management, team dynamic, conflict, diversity and performance management concerns.

- **Manager Consultation**, conflict resolution, mediation (through facilitated discussion) and the option of making a formal manager referral to gain some guidance and feedback are all available to help managers in their work role.
- **Critical Incident Response Services** by their nature, occur at times that are distressing for managers and staff. EAP supports managers as they aim to care for all affected staff and will provide immediate or ongoing support to groups or to affected individuals.

Critical incidents are events involving threats, assaults on staff, unexpected deaths or suicides, needle stick injury, body fluid exposure, incidents involving children and other incidents likely to cause public concern. The events are sudden, unexpected, violent and shocking and can cause unusually strong reactions. Through immediate and ongoing support EAP can help employees as they understand and process the incident.

- **Group support** includes incident support, education, wellbeing and capacity building, conflict resolution
- **Wellbeing Programs**. EAP provides education regarding the risks of burnout, compassion fatigue and vicarious trauma to help employees understand the risk of psychological injury and also assist in actively building capacity, resilience and wellbeing.



NSLHD EAP Contacts

Royal North Shore Hospital

📞 9462 9299

Hornsby Hospital

📞 9485 6360

Macquarie Hospital

📞 9887 5749

Mona Vale Hospital

📞 9998 6042

Ryde Hospital

📞 9858 7771

After hours & additional support (PeopleSense)

📞 1300 307 912

NSLHD EAP Website

<http://intranet.nslhd.health.nsw.gov.au/corpsupport/workforce/Pages/eap.aspx>