

# Employee Assistance Program



## Your Employee Assistance Program

The Employee Assistance Program (EAP) is a free, professional and confidential counselling service. The service can be used for any personal or work-related issues that may be impacting your general wellbeing.

### Who provides the service?

PeopleSense: Psychology & Wellbeing employ experienced and registered psychologists. Our approach is friendly, caring and focused on practical solutions.

### What issues can I get support with?

We deal with many work and personal issues such as:

- Depression, anxiety, stress;
- Family or relationship problems;
- Children and adolescents' mental health;
- Work-related problems (e.g. bullying, conflict, redundancy);
- Alcohol or other substance use problems;
- Grief and loss;
- Trauma; and
- Other personal or work issues.
- Personal development
- Communication skills
- Enhancing personal resilience

### Frequently Asked Questions

#### Is it Confidential?

Yes. Confidentiality is guaranteed. PeopleSense is independent of your employer and will not release personal details or issues raised with your employer or any other agency without your consent, except where we are required to do so by law.

#### Is it free?

Yes. Your employer pays for this service so there is no cost to you or eligible family members.

#### How long is a session?

An EAP session is usually between 50 - 55 minutes.

#### How many sessions can I have?

When you contact us we can advise how many sessions are available to you based on who you work for. You can also find this information in your online booking portal.

#### Can my family members access the service?

Your immediate family members may be eligible to access the service. Please contact us or register for online booking to learn more.

### What if its urgent?

PeopleSense psychologists are available 24 hours per day, 7 days per week to offer crisis counselling and support for critical incidents.

### Sometimes you just need to be pointed in the right direction

We can arrange for you to see a psychologist in-person at convenient location near you. If you can't make it to an office, the session can be held via telephone or internet video.

Managers and employees can either encourage use of the service or contact PeopleSense directly to discuss a referral if they are concerned about a colleague.

### What if I can't make it?

24 hours' notice is required if you can't attend a session.

Appointments cancelled with less than 24 hours' notice will be counted as one of your sessions.

## Connect with our team

### Online

[www.peoplesense.au](http://www.peoplesense.au)

### By Phone

Australia 1300 307 912  
New Zealand 04 866 3160  
International +61 8 9388 9000

### By Email

[hello@peoplesense.au](mailto:hello@peoplesense.au)

## Log in / Sign up at Peoplesense.au

### Existing clients

Log in with your mobile number

### New clients

Sign up with our registration code



REGISTRATION CODE

**M23-P88**