

Referring an employee to the EAP

One of the most challenging 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 a free service to them, totally confidential and that ACCESS Programs does not disclose to the manager or any other person the content of the counselling.
- Encourage the person to call ACCESS Programs but emphasise that it's entirely their choice to use the service.

Supervisors or managers can ring us for advice about how to refer an employee or other matters.

Contact

For confidential enquiries and appointments:
ACCESS Programs

www.accesssa.com.au

enquiries@accesssa.com.au

In Australia, call 1300 66 77 00 | 08 8215 6799

ACCESS Programs is a social enterprise of:



Centacare is nationally accredited against the Quality Improvement Council (QIC), Australian Health and Community Services Standards.



A C C E S S
P R O G R A M S
eap & workplace consulting

EMPLOYEE ASSISTANCE PROGRAM

**Information for Managers
and Supervisors**

The Employee Assistance Program (EAP)

Your organisation has engaged ACCESS Programs to provide all staff with Employee Assistance services.

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

ACCESS Programs provides professional, and confidential counselling and other supports, which are paid for by your organisation.

Other services we offer

Critical Incident Response: ACCESS Programs provides debrief support, psycho education, training and counselling following a workplace trauma, such as death or industrial accident.

Training and Facilitation: We provide a range of training programs including change management, enhancing performance, leadership and team building.

Workplace Mediation: Our mediators assist in the resolution of a range of staff conflicts.

Information: Visit our website for a variety of resources, information, links and tips:
www.accesssa.com.au

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 them to the EAP are important functions of a supervisor.

An employee's 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 be an opportunity to refer them to the EAP, as unresolved problems can seriously affect an employee's wellbeing.

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 if they are over minor matters.

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

- Lack of training for the role
- Shift-work pressures
- Job uncertainty
- Workplace conflict
- Organisational restructuring
- Discrimination or harrasment

Manager Assistance

ACCESS Programs provides an objective, confidential and flexible service to assist managers and supervisors in achieving overall staff wellbeing and maximising employees' potential.