

Making An Appointment

For further information or to make a confidential appointment, you can contact *The EPICentre* direct.

Counselling offices are located in New Town. Telephone, email, or Skype counselling can be organised for those who are unable to attend face to face appointments.



**160 New Town Road
New Town 7008**

**Phone: 6228 5535
Mobile: 0400 135 353**
www.theepicentre.net.au
Email: admin@theepicentre.net.au

**...counselling for all
employees**

Employee Assistance Program



(03) 6228 5535

Employee Assistance Program

From time to time we all have to deal with difficult or stressful events in our lives. Most of the time, we handle these personal challenges fairly well on our own. At other times, however, our personal problems can become significant enough that they begin to interfere with our effectiveness, happiness and safety - at work and home.

Your Employee Assistance Program from *The EPICentre* has been designed to help you solve these problems, providing both support and professional guidance to you. It is a free, voluntary, confidential counselling service for a broad range of personal, work-related or family issues, including:

- ◆ relationship difficulties at home or work
- ◆ legal or financial issues
- ◆ substance abuse
- ◆ emotional stress
- ◆ sexual health
- ◆ conflict with others
- ◆ grief or depression

While the program can be used when crisis occurs, the ideal time to use counsellors is early on, before the problems become so difficult that they put you at serious risk. *The EPICentre* counsellors are interested in helping you to overcome problems through listening, discussion of options and in working with you to implement the solution you decide upon.

Depending on your issue, your counsellor may also refer you for specialist assistance.

The Employee Assistance Program is Free

For employees there is no charge for the counselling provided by *The EPICentre*. You will know how many sessions you will be entitled to by your counsellor at your first session. If your counsellor refers you to a specialist resource, the cost of that treatment is your responsibility.

Confidential Support

No details regarding your inquiry or participation in the Employee Assistance Program are released without your express permission, regardless of whether you arrange the counselling directly or it is arranged via your supervisor or Human Resources section. Reporting to your organisation about use of the program is done with aggregated data only.

Your Supervisor's Role

Your supervisor or manager may notice if your work performance is suffering and will understand that there may be personal or work-related problems behind this. It is difficult for a supervisor to be a personal counsellor - this is the role of qualified professionals who are trained to understand the nature of the problem and assist you in developing practical solutions.

It is, however, your supervisor's role to discuss your work performance and recognise when outside counselling should be recommended. The aim is for you to regain acceptable levels of work performance.

Participation is Up to You

Your decision to use the Employee Assistance Program will not effect job security, employment status or promotional opportunities. Your organisation supports your decision to participate in the program.

How Do I Become Involved?

You can contact *The EPICentre* direct. Or your supervisor may recommend the program to you, assisting you to make an appointment. In either case, your decision to seek assistance through *The EPICentre* is voluntary.

Appointment Availability

Because you are a busy person, we will endeavour to organise a counselling session for you, at a time that suits you. Normal office and counselling hours are Monday to Friday, from 8.30 am to 6 pm. Counselling outside those hours may be organised, subject to counsellor availability.

In emergency, contact can be made through the same telephone numbers, 24 hours a day.