



## WELLNESS PROGRAMS

Wellness programs encourage staff to focus on their own health and wellness and encourage individuals to take charge of their own wellbeing.

Individual and/or group programs are developed to assist employees in managing stress, burnout and improve self-care through relaxation, meditation and stress management training.

Please contact an EAP counsellor to discuss individual or group programs.



## Confidentiality

Confidentiality is of the utmost importance. No information is disclosed or discussed without the staff member's specific written permission. Compulsory disclosure applies (in compliance with the Department of Health Employees) to a staff member (i) is at risk of harming themselves, (ii) is at risk of harming someone else or (iii) where a child 16 years and younger is deemed to be at risk of harm.



## Contact details

To arrange support, simply select the most convenient EAP office and call to arrange an appointment or consultation.

If you are transferred to voicemail, please leave a message and we will respond confidentially.

## EAP contact details:

### Central Coast:

#### **Gosford Hospital**

Holden Street, Gosford  
Tel: 4320 2474

#### **Wyong Hospital**

Pacific Highway, Kanwal  
Tel: 4394 4888

### Northern Sydney:

#### **Hornsby Ku-ring-gai Hospital**

113 Burdett Street, Hornsby  
Tel: 9477 9301

#### **Macquarie Hospital**

Wicks Road, North Ryde  
Tel: 9887 5749

#### **Manly Hospital**

Darley Road, Manly.  
Tel: 9926 7114

#### **Mona Vale Hospital**

Coronation Street, Mona Vale  
Tel: 9926 7114

#### **Royal North Shore Hospital**

Pacific Highway, St Leonards  
Tel: 9926 7114

#### **Ryde Hospital**

Denistone Road, Eastwood  
Tel: 9926 7114

**The Northern Sydney Central Coast  
Health Service prepared this  
information booklet.**

NORTHERN SYDNEY  
CENTRAL COAST  
NSW+HEALTH

# EMPLOYEE ASSISTANCE PROGRAM



**A confidential service available to all  
Northern Sydney Central Coast Health  
Service employees.**

## What is an Employee Assistance Program?

It is a support service assisting employees with organisational and/or personal issues.

The EAP service provides

- adverse incident support
- counselling
- organizational consultancy and
- wellness programs.

The EAP counsellors are qualified psychologists and social workers committed to providing a confidential support service to all NSCCHS employees.

Services are provided free of charge and are available at all NSCCHS sites.



### ADVERSE INCIDENT SUPPORT

Adverse incidents are a range of events in a health care facility 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.

Adverse incidents are events which are sudden, unexpected, violent and shocking and cause unusually strong reactions.

These reactions may happen at the time of the incident, or have a delayed onset. Reactions can include feelings of fear, sadness, guilt, anger and can sometimes bring back memories of past events.

EAP counsellors are skilled at providing support to managers and staff who are either directly or indirectly involved in an adverse incident.

The EAP counsellor will assist you as manager in identifying and managing staff who may need immediate or ongoing support. Group meetings are also provided.



### COUNSELLING

The EAP provides a free and confidential counselling service to all NSCCHS employees.

Employees can discuss work and/or non-work related matters with the EAP counsellor.

Matters could include relationship difficulties, work related issues, grief, loss, stress management, dealing with changes, conflict, emotional turmoil, financial, major life changes, depression or anxiety, conflict with peers, bullying & harassment, career planning, etc.

The sessions normally last about an hour. Sessions can be face to face, or a telephone session can be arranged.

Employees have the option of meeting with an EAP counsellor at the NSCCHS site most convenient to them.

No referral is needed to arrange an appointment. Simply call the site most convenient to you to arrange a suitable time.



### ORGANISATIONAL CONSULTANCY

Organisational consultation services are provided to managers, departments and groups within the organization.

It often happens that a manager feels compelled to solve the problems staff present. The EAP

counselors can assist by working with the individual or group, initiating a process of empowerment whereby the individuals involved in the matter can resolve the issue/s themselves.

Managers have the option of discussing their concerns regarding staff or team issues with an EAP counsellor in a confidential forum. The EAP counselor can then tailor support to your team needs.

Additional organisational services include group- & support seminars, mentoring, facilitating discussions and conflict resolution.



### Helpful guidelines in referring an employee to EAP:

- Encourage the employee to use counselling to develop new coping strategies, a different perspective on events and/or benefit emotionally from talking confidentially with someone independent of their own lives.
- Allowing staff to attend counselling during work hours. This demonstrates your support for them and for the assistance provided.
- Display the EAP poster or brochure in the tea room for staff to see.
- Invite the EAP counsellor to visit staff who are new to your team.
- Arrange for an EAP counsellor to offer a group presentation to your staff, i.e. stress management.