



# Employee Assistance Program (EAP)

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Our Employee Assistance Program (EAP) is designed to offer confidential and professional support to help you manage challenges in both your personal and work life. This service is available to all employees, and its aim is to enhance your overall well-being. The following guide outlines how to access and make the most of the EAP services.

## What is the EAP?

The Employee Assistance Program is a voluntary and confidential service that provides short-term, solution-focused counselling. It is available at no cost to you and is designed to help resolve or manage concerns that may negatively impact your life, health, or performance at work. The program is flexible and can be accessed via:

- Face-to-face counselling
- Telephone counselling
- Online sessions

All counselling services are provided by independent professionals who ensure your privacy. Your employer will not be informed of your participation unless you choose to disclose this information yourself.

## When Should You Consider Using the EAP?

EAP can help with a variety of challenges, whether they are related to work, home, or personal well-being. Some common reasons employees contact the EAP include:

- Professional Challenges:
  - Support in achieving professional goals
  - Frequent conflicts with colleagues or managers
  - Seeking new strategies for communication or leadership
- Personal Challenges:
  - Feeling overwhelmed by personal/family issues
  - Not feeling like your usual self
  - Coping with grief, loss, or trauma
  - Dealing with anxiety, stress, depression, or addictions

- Managing relationships or communication difficulties

## How to Access the EAP

Getting help is easy. The EAP service delivered by Uprise is available 24 hours per day, 7 days per week. To make an appointment, simply contact Uprise:

- Call Uprise: 1300 209 371
- Quote your company name
- Book a session

## What Happens During Counselling?

Counselling through EAP is designed to be short-term and solution-focused. During your session, a professional counsellor will help you work through any issues, providing strategies and options to help you cope more effectively. If longer-term or specialized support is needed, they will refer you to appropriate services. The aim is to help you:

- Improve your coping skills
- Address professional and personal concerns
- Develop strategies for improving communication and relationships

## Confidentiality

One of the most important features of the EAP is that it is completely confidential. Your employer will not know that you have used the service unless you choose to share that information. All interactions and discussions with your counsellor remain private.

The EAP is here to support you. If you are feeling stressed, overwhelmed, or need guidance, do not hesitate to reach out for professional support. Your well-being is our priority, and using these services can help you navigate life's challenges with greater ease and resilience.

This guide is meant to help you understand how to access and make the most of the EAP. If you have any further questions, please feel free to contact management.