



Email: apsi@apsi.net.au

Post: PO Box 131

Jindabyne, NSW 2627

Phone: +61 2 64561255

Extract from 2021 APSI Staff Handbook

Employee Assistance Program (EAP) Policy

What is an EAP?

As an employee of the APSI, you are eligible to access the APSI's external Employee Assistance Program (EAP), a staff benefit provided by ACACIA.

An Employee Assistance Program is a confidential counselling and support service offered by an employer to assist its employees in dealing with issues affecting their personal or professional life. Your EAP involves short-term counselling to assist you in overcoming life's challenges and return you to a better state of emotional well-being.

This voluntary staff benefit is offered in accordance with the Privacy Act (1988), which ensures an EAP provider does not disclose any information about any session with the employer. This means that the APSI will not be advised exactly who has attended counselling and what has been discussed. The only time the APSI may be advised that an employee has attended a session is if the employee tells the APSI or gives the EAP provider written consent to share information with the employer.

Below are some of the areas where employees may benefit from accessing the EAP counselling service:

- Work-related stress
- Depression and Anxiety
- Relationship and marriage difficulties
- Family and parenting issues
- Managing grief or loss
- Illness adjustment and Management
- Stress management
- Addiction and substance abuse
- Legal referral – assists with short term legal referral to necessary legal services (*this is not legal representation*)
- Sleep disorders
- Eating disorders
- Domestic violence
- Mental Illness
- And any other issues you may be faced within your work or personal life

What are your EAP entitlements as an APSI employee?

All APSI employees and Board members are entitled to short term counselling of up to 3 hours per year. Typically a session lasts 45 – 60 minutes meaning that employees are entitled to approximately 3 sessions.

Ex-employees have up to one (1) month from their date of departure from the Company to utilise any EAP sessions remaining on the individual's annual EAP session allowance.

How can I access the EAP?

You can access confidential counselling by calling ACACIA EAP 24 hours a day on **1300 364 273**

or you can lodge an appointment request/live chat with their team online at www.acaciaconnection.com or texting 0401 33 77 11.

EAP counsellors are available to meet with employees to assess a problem and develop a plan for resolution. The counsellors may suggest a referral to an outside resource, such as a therapist, agency, physician, treatment facility or other professional that would be appropriate to assist in resolving the problem or situation. There is no charge for employees to use the services of the EAP and no prior approval is required.

Additional resources are available via the brochure in your [staff resources](#) and via the [Acacia online member's area](#):

Username: **APSI**

Password: **Acacia**

Important EAP information:

- All contact between an APSI employee and ACACIA is held strictly confidential and complies with the *Privacy Act 1988* (Cth).
- ACACIA is an external EAP provider and a separate company to the APSI. The APSI is not liable for any loss, damage or injury to any person or property caused by ACACIA's or ACACIA's personnel.
- Participation in APSI EAP does not jeopardize job security or promotional opportunities.
- Accessing the APSI EAP does not negate an employees responsibility to adhere to APSI policies as outlined in the APSI Handbook, Constitution, By-Laws or Employment Contracts, or from meeting the required standards for satisfactory job performance. However, the APSI EAP can be used in conjunction with other policies to provide additional support as appropriate.
- (For example: If you are injured at work, you must follow the APSI Work Cover process. Utilising the EAP is a tool that an employee could use simultaneously for additional support.)