

Early Intervention Service for Employee Assistance Programs by Healthfocus



An Employee Assistance Program (EAP) is a work-based intervention facility that supports the emotional, mental and general psychological wellbeing of employees and usually includes services for staff, contractors and their immediate family members.

EAPs seek to provide preventive and proactive interventions for the early detection, identification and/or resolution of both work and personal problems that may adversely affect an individual's wellbeing, which in turn can have negative consequences for work performance.

Such issues may include, but are not limited to, relationships, health, trauma, substance abuse, gambling and other addictions, financial problems, depression, anxiety, psychological disorders, communication problems, legal matters and coping with stress and change.

Many employers of choice offer a full range of assistance programs for their employees and families, and while larger organisations often have panel arrangements in place for psychological services, small and medium sized organisations can benefit from services provided by Healthfocus.

HOW TO ACCESS PSYCHOLOGY SERVICES FROM HEALTHFOCUS THROUGH AN EAP

Often, a quick chat or two on the phone or in person is all that is required in the early stages of issues. So before an employee or family member proceeds with the usual process for getting psychological treatment via a GP referral and a GP Mental Health Care Plan, **Healthfocus offers employers and employees an "Early Intervention Service"** package of up to 2 telephone calls and 3 in-person counselling sessions.

During the early intervention phase, a qualified Psychologist will work with the individual to identify and understand the presenting issues, including a psychological assessment, and agree with the individual on actions that can be taken.

Such action may consist a short course of counselling, or if the presenting issues are serious, then gaining approval from the employer for a longer course of therapy that may include employer funded treatment sessions, and/or coordination

with the individual's GP doctor under the Medicare subsidised "Better Access" program through a GP Mental Health Care Plan (GPMHCP).

Often, the employer will cover "gap fees" that may apply.

INFORMATION FOR EMPLOYERS:

To make Healthfocus services available under your organisation's EAP, simply follow these steps:

- + Call Healthfocus to register your organisation with us so that we will be ready to accept calls from employees.
- + Agree to the privacy and confidentiality policies that Healthfocus applies to EAP services.
- + Accept the fee schedule for the Early Intervention package.
- + **Place this information sheet in accessible locations, including lunch/staff rooms, Intranet, notice boards and in staff induction kits.**
- + Consider making information on workplace wellbeing available, e.g., the "R U OK?" campaign material.
- + When a request for assistance is made by an individual, we will be in contact to get a list of **non-identifying** information, for example a list of the last 6 digits of tax file numbers or dates of birth (**without names**), that enables us to confirm that the individual is eligible to services and to inform you of access to the service.
- + We will send you a summary of the use of the Early Intervention programme. This may include general feedback for the organisation. If further funded services are recommended, we will seek approval on a case by case basis.

INFORMATION FOR EMPLOYEES:

Firstly, and importantly, Healthfocus respects and protects your privacy. Your access to our service is strictly confidential and **your identity will not be made known to your employer** unless you wish it to be.

Our focus is on your wellbeing. We will take care of as much of the paperwork as we can.

Accessing the EAP Early Intervention Service is easy. Just follow these steps:

- + If you or an immediate family member needs assistance, or thinks they may need help, call one of the telephone numbers below during business hours.
- + When you make contact, state that you wish to access the **EAP Early Intervention Service**.
- + You will need to tell which employer organisation you got our details from and provide some information to us. **Remember that we will not reveal your identity to the employer unless we have your permission.**
- + One of our psychologists will call you for an initial telephone chat in which you will find out more about the service and we will agree with you on a plan.

INFORMATION FOR DOCTORS:

If your patient works for an organisation that offers an EAP program, then this can be the first avenue for patients to assess psychological help. Please make this information available to your patients' employers if appropriate.

TELEPHONE CONTACT DETAILS

Armadale: (08) 9399 1911

Riverton: (08) 6369 1911