

## How do we access EAP?

Contact our EAP Coordinator who will work with you to assess your organisational needs and develop a customised service contract and fee structure.

## Referrals

Managers and staff can access EAP by self-referral, with the right to maintain confidentiality.

As a manager you may wish to suggest the benefits of EAP services to staff members and give them our specific brochure that provides “information for employees”.

## Prompt response

We will do everything possible to offer an appointment for a counselling session in one of our locations within 3 working days. If face-to-face appointments are not practical, telephone or video counselling can be arranged.

## Our staff

Our registered counsellors, psychologists, social workers, mediators and trainers have experience working with a range of clients – organisations, individuals, couples and families – and issues.

*Please note: EAP is not a crisis service. We encourage its use as a preventative and intervention tool.*

## Contact Us

Call our EAP Coordinator on (08) 6164 0170

Email: [eap@relationshipsqa.org.au](mailto:eap@relationshipsqa.org.au)

Website: [relationshipsqa.org.au](http://relationshipsqa.org.au)

Like us on



## Head Office

156 Railway Parade,  
West Leederville WA 6007

## We offer services in:

Albany, Bunbury, Busselton, Fremantle, Gosnells,  
Joondalup, Kwinana, Mandurah, Midland,  
Northam, South Hedland, West Leederville

# Employee Assistance Program

## Information for Organisations

*Relationships Australia*  
WESTERN AUSTRALIA



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We're here to support you and your employees

The performance and well-being of staff is crucial to the smooth operation of your business.

Relationships Australia WA provides a professional Employee Assistance Program (EAP) offering you and your organisation a range of support services and professional development opportunities. We provide assistance in meeting the challenges faced in your workplace, and support increased staff well-being.

We understand that management roles often involve professional demands and personal complexities. Within the range of EAP services, we offer specialised support for managers to help you achieve effective performance at all levels of your organisation.

## How to use EAP

Research shows that when problems arise in the workplace, early intervention can result in less wastage of organisational time and resources.

The management team may choose to use EAP as support in dealing with difficult workplace issues and/or to provide professional development for staff. This can include:

### Working with groups

The EAP program can help with team building, positive group dynamics, group conflict management and more. Our experienced team of group facilitators offer professional frameworks for co-workers to interact and achieve better working environments and performance.

## Professional Development

We offer a range of seminars and workshops on issues such as balancing work and family commitments, managing conflict in the workplace, dealing with difficult clients, and stress and time management.

### Fly-In Fly-Out Relationships

FIFO rosters are a common basis of employment in WA and can cause challenges for staff and their families. We provide specialist support for these pressures.

## Workplace Mediation

We provide the services of an independent professional Mediator to guide individuals or groups through a problem-solving process to help resolve conflicts and nurture positive working relationships.

## Relevant for Managers

Through our suite of services, managers can access support for:

- Improving workplace morale
- Engaging staff in constructive dialogue
- Dealing with difficult people
- Preventing or managing conflict
- Negotiation and mediation skills development
- Meeting facilitation
- Improved skills in supervision and leadership

## Individual Counselling

Our strictly confidential counselling services aim to support individuals at all levels of your organisation who are facing challenges such as:

- Workplace change
- Work performance issues
- Stress and fatigue
- Workplace conflict and harassment
- Couple and family issues
- Anxiety and depression
- Trauma, grief and loss
- Financial difficulties

Note that personal information and issues raised in counselling will not be communicated to the organisation unless there is prior consent by the person being counselled.

## Customised workshops and seminars

All professional and development seminars and workshops can be tailored to your organisational needs and culture, following a needs assessment.