

Traumatic incidents may include:

- > Major incidents or multiple deaths on scene
- > Prolonged or failed rescue
- > Massive trauma/multiple trauma incidents
- > Suicide or violent death
- > Assault or threat to an employee's personal safety
- > Serious injury or death of: a child; victims or relatives known by staff; an emergency services worker



**Ambulance Service
of New South Wales**

excellence
in care

Accessing EAP services

To access EAP services, telephone 1300 360 364

The nature of support includes:

- > Face-to-face counselling appointment
- > 24/7 phone counselling for crisis situations or traumatic workplace incidents
- > 24/7 manager phone advisory service, to help resolve staffing and workplace issues
- > Mediation or conflict resolution services, which can be arranged by managers or Workforce
- > Group support sessions for staff following traumatic workplace incidents, which can be arranged by managers, Workforce, or PSOs (in consultation with the work supervisor)

Ambulance support services are available to help staff and volunteers deal with personal or work-related issues that may affect their personal or emotional well-being.

If you need help don't delay!

More information

Visit the Ambulance intranet at:

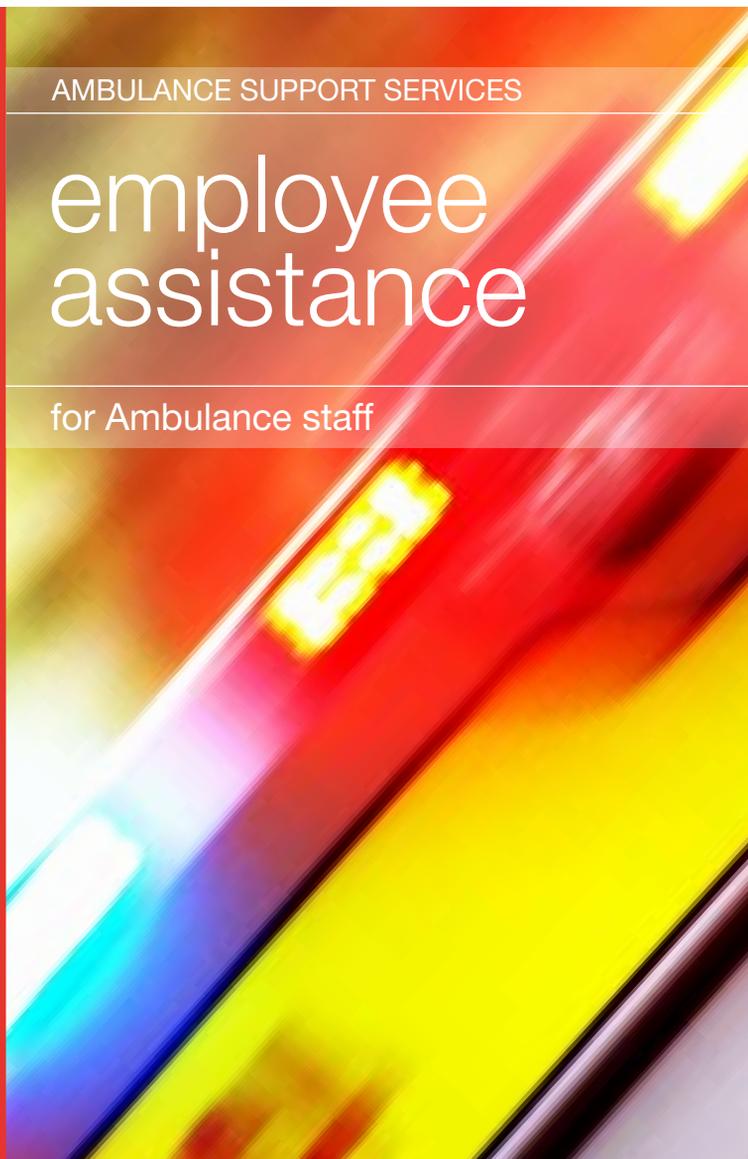
<http://intranet.ambulance.nsw.gov.au/asintranet/corporate/Workforce/Staff+Support+Services/Employee+Assistance+Program>.

To access these services, telephone 1300 360 364 and indicate the support required.

AMBULANCE SUPPORT SERVICES

employee
assistance

for Ambulance staff



employee assistance program



How can EAP help?

The Employee Assistance Program (EAP) is one of a number of Ambulance's integrated staff support services. These services, which also include peer support officers (PSOs), chaplaincy services and grievance contact officers are designed to provide support to Ambulance staff and volunteers to help with personal or work-related issues.

The EAP is provided by an external specialist firm – Davidson Trahaire Corpsych. The firm provides short term, professional and confidential counselling by phone or face to face for all staff, volunteers and their immediate family. The counselling service is free of charge and all matters discussed with a counsellor are strictly confidential.

The EAP counselling service complements the assistance provided by PSOs and Ambulance chaplains and is available to help staff and volunteers with personal or work-related issues. Counselling may be used for situations like family issues, financial troubles, grief and bereavement, health and lifestyle issues, gambling issues, drug or alcohol use, traumatic workplace incidents, work issues or conflict, anxiety or depression, or other circumstances requiring such support.

The EAP also provides group support sessions for members of staff and volunteers following a traumatic workplace incident. Managers can use the manager helpline to help resolve staffing and workplace issues. In addition, mediation and conflict resolution services are available.

Who can seek help from EAP?

The Employee Assistance Program is available to all staff including on-road, operations centre, corporate or clerical staff. It is also available to volunteers and temporary employees seeking help through the EAP.

The EAP service provider, Davidson Trahaire Corpsych, has offices in many locations around NSW. You can contact the EAP counselling service directly or ask a manager, PSO or an Ambulance chaplain to arrange the contact for you.

Group support sessions

Group support sessions can be arranged for staff and volunteers following traumatic workplace incidents and have replaced critical incident stress debriefing.

An EAP psychologist provides on-site information on the likely effects of exposure to trauma and how the EAP can assist.

Group support can be arranged by managers, Workforce, or peer support officers (in consultation with the work supervisor).

These sessions can be used in conjunction with peer support and chaplaincy services, depending on the situation and staff needs.