



## Summary of our Integrated Employee Support Services

Employee Assistance Program (EAP)						
All services available through our external provider, with costs covered by the Workforce Unit						
<b>Ambulance Chaplains</b> Nominated ministers of religion who volunteer their services	<b>Peer Support Officers</b> Employees who are trained and volunteer their services	<b>Trauma Support Hotline</b> Available 24/7	<b>Manager Assist Hotline</b> Available 24/7	<b>Individual Counselling</b> By phone or face-to-face	<b>On-site Conflict Resolution &amp; Mediation</b>	<b>Other Support</b>
<ul style="list-style-type: none"> <li>Non-denominational spiritual support and pastoral care for employees, patients and their families, and bystanders, on an individual and confidential basis, and/or referral if required.</li> <li>Memorial services.</li> <li>Advice to the Service on chaplaincy and religious issues.</li> <li>Private ceremonies such as weddings, christenings, burials and cremations.</li> </ul>	<ul style="list-style-type: none"> <li>Make initial contact with employees after a traumatic incident and offer peer support.</li> <li>Assess need for defusing or referral for professional counselling or other immediate support.</li> <li>Defuse, ie provide psychological first aid.</li> <li>Assist with arranging counselling and/or an Employee Group Support Session through the Employee Assistance Program.</li> <li>Seek advice from Manager Employment Services about workplace conditions.</li> </ul>	<ul style="list-style-type: none"> <li>To arrange an Employee Group Support Session within 48 hours after a traumatic incident. Note: this is a different and separate process to the operational debriefing that is undertaken after an incident to assess delivery of services to patients.</li> <li>To arrange face-to-face counselling within 48 hours for employees on request.</li> <li>For phone counselling within one hour for employees and their immediate family.</li> </ul>	<ul style="list-style-type: none"> <li>Provides phone advice within 20 minutes on request to managers and Peer Support Officers for any organisational or individual issues, eg trauma support, managing change, interpersonal relations and conflict resolution.</li> </ul>	<ul style="list-style-type: none"> <li>Voluntary, confidential counselling or referral for all employees &amp; their immediate family regarding interpersonal relationships, workplace change, substance abuse, workplace conflict, financial, health, or other concerns.</li> <li>Phone counselling within 2 hours &amp; face-to-face counselling within 5 working days.</li> <li>Short term support provided.</li> <li>Referral to other appropriate services in the community if long term support needed.</li> </ul>	<ul style="list-style-type: none"> <li>For professional assistance in resolving interpersonal workplace issues or conflict.</li> <li>Arranged by managers or Workforce Unit.</li> </ul>	<ul style="list-style-type: none"> <li>Once every six months, the EAP provider contacts Peer Support Officers to provide ongoing support and assistance in case management.</li> <li>Initial or refresher training for Peer Support Officers.</li> <li>Chaplains may also seek assistance from the EAP.</li> </ul>