

HOW WE CAN HELP

PERSONAL ISSUES	FAMILY ISSUES	WORK ISSUES
Anxiety or Depression	Work-Life Balance	Problems with Performance
Mental Health	Concerns about Children	Relationships with Colleagues
Stress Management	Parenting	Career Change
Grief and Loss	Relationship Issues	Managing conflict
Low Self Esteem	Financial or Legal Concerns	Traumatic Events
Emotional or Physical Abuse	Substance Abuse	Critical Incident
Interpersonal Conflicts	Mediation & Conflict Resolution	Redundancy, uncertainty
Complex Trauma		

AWI Consulting also offers support to private, corporate, NDIS and Workcover clients. We also offer coaching, management support, tailored training programs and psychological assessment.

WWW.AWICONCONSULTING.COM.AU

P: 1300 363 577

M: 0457 084 956

F: (02) 4744 2614

E: INFO@AWICONCONSULTING.COM.AU

Helpful Contacts

Lifeline: 13 11 14

NSW Mental Health Line: 1800 011 511

Suicide Callback Service: 1300 659 467

Kids Helpline: 1800 551 800



**AWI
CONSULTING**

EAP PROGRAM SUMMARY



**EMPLOYEE ASSISTANCE
PROGRAM SUMMARY
AND CRITICAL
INCIDENT SUPPORT**

— AWICONCONSULTING.COM.AU —

AWI CONSULTING

AWI Consulting has highly skilled therapists that can provide effective treatment for clients with mild to moderate mental health conditions and disability that can respond well to focussed psychological strategies.

AWI Consulting has staff that are based in Rural and Regional NSW, so we understand the issues faced by living in the country. We cover the areas of Young, Parkes, Cowra, Wagga and surrounding areas.

AWI Consulting also offers telehealth, phone, audio and video conferencing counselling options for our clients.

CONFIDENTIALITY

We are bound by law to keep your information confidential. We will only use or disclose your information for purposes directly related to your treatment and as required by The Commonwealth Privacy Act, 1988 and the Privacy and Personal Information Act, 1998 (NSW).

All aspects of the service are governed by a code of conduct and ethical guidelines that include confidentiality and respect.

EMDR

AWI Consulting therapists are trained in EMDR (Eye Movement Desensitisation and Reprocessing), a psychological therapy with evidence base in treating trauma, PTSD, anxiety and related presentations. EMDR Intensive Programs and Clinics are available, please contact us for further information.

EMPLOYEE ASSISTANCE PROGRAM

Your employer provides you with an Employee Assistance Program (EAP) which offers external assistance and support to you at times when you face problems at work or in your personal life.

We all face times in our lives when difficulties arise at work and home. Not all of these pressures will adversely affect our lives, but sometimes we find it hard to cope. Counselling assists individuals to resolve issues quickly and effectively.

Your employer has engaged AWI Consulting to provide a workplace EAP so you can access confidential and professional assistance.

WHO CAN USE THE SERVICE?

Your EAP is available free of charge to all Employees and their immediate family members. Your employer will fund a number of EAP counselling sessions per calendar year. You can request further sessions from AWI Consulting or from your manager or Human Resources team.

WHAT IS EAP?

An EAP is a commitment by your employer to your wellbeing. Under OH&S legislation, organisations are expected to manage psychological and emotional risks and hazards in the workplace. The aim of the EAP is to offer external professional, confidential counselling assistance to people who may need help with particular problems affecting their well-being, both personally and in the workplace.

FEEDBACK

If you have questions or a complaint about the privacy of your personal information, please feel free to contact us.

COLLECTION

We collect your personal information so that we can provide you with treatment and assistance.

We are required by law to retain health records for certain periods. We have appropriate systems in place to protect your information from loss, unauthorised access and misuse.

In order to report and invoice for our services to your employer, we are required to report basic statistics including

- » Your age bracket: e.g. under 18 years, 19-30, 31-40 41-50, 51-60, 61+ years;
- » Basic reason for visit (personal, family or work reasons)
- » Any referrals we make for you, e.g. G.P referral.

This system is designed to protect your privacy and maintain confidentiality.

RIGHTS AND RESPONSIBILITIES

Clients have the right to:

- » Privacy, respect and confidentiality
- » Be respectfully listened to and treated like an individual (not a number)
- » Receive appropriate care and treatment by a highly trained therapist
- » Take part in decisions about their care
- » Revoke consent at any time.

It is the client's responsibility to:

- » Attend your appointments or provide at least 48 business hours-notice of a cancellation
- » Actively participate in your treatment
- » Ask if you need more information or clarification
- » Work with your therapist to formulate goals that will improve your wellbeing.