

A woman with dark hair, wearing a light green t-shirt, is smiling broadly and looking down at a smartphone. She is in a meeting setting, with other people's hands and arms visible around a table. There are several Polaroid photos on the table. A large red circle is overlaid on the left side of the image, containing the main title. The background is a bright, indoor setting.

# Employee Assistance Program

How Caraniche at Work will support you

# What is an Employee Assistance Program?

An Employee Assistance Program (EAP) is a short-term, solution-focussed referral and counselling service available to you through your workplace.

It is a confidential and professional service that aims to identify and resolve both workplace and personal issues that you may be experiencing. The EAP is funded by your workplace and is provided at no cost to you. EAP services are provided by Caraniche at Work, independently of your workplace, to ensure your confidentiality.

## What happens when I call EAP?

**The Caraniche at Work intake team are trained in handling distressing incidents and will assist in making your initial appointment.**

We will respond to your call and book your initial appointment within the next working day, or at a time convenient to you. If you need to speak with a clinician straight away, we will arrange immediate phone counselling.





## Who attends EAP?

Any employee within the workplace is entitled to use the EAP. For specific information regarding the number of sessions you are entitled to, please contact Caraniche at Work, your manager, or your Human Resources department.



# When can I access EAP?

Our intake team will always try to book an appointment at a convenient time and location for you. If you are accessing the EAP during business hours you may need to advise a manager or team leader of your absence. Where possible the intake team will accommodate after hours appointments with clinicians where this is the preferred option.

**Please phone Caraniche at Work on 1800 099 444 to check on the locations closest to you. You can also book online at [work.caraniche.com.au](http://work.caraniche.com.au)**

# Who should I see?

Caraniche at Work is a psychology practice that provides both private and workplace consultancy to people who present with a range of different issues. All EAP services will be provided by experienced clinicians, mostly psychologists and social workers, who are employed by Caraniche at Work and are independent of your workplace.



A photograph of a man and a woman in conversation. The man, on the left, has a beard and is wearing a grey sweater over a blue shirt. The woman, on the right, has short blonde hair, wears glasses, and a red sweater. They are both smiling and looking at each other. A large red circular graphic is overlaid on the bottom half of the image, containing text.

## **What if I want more sessions after I use EAP?**

At the completion of your EAP sessions your clinician will discuss what options are available to you. This may include a range of options that are both cost effective and accessible depending on your specific circumstances.



## If I have any questions, who do I speak with?

Your manager, team leader, or human resources team will have more information about the EAP.

If you wish to remain confidential you can find out more information about EAP services at [work.caranche.com.au](http://work.caranche.com.au) or call us on **1800 099 444**.





# **EAP can assist you with:**

- Stress management
- Bullying and Harassment
- Grief and Loss
- Relationship Issues
- Anger Management
- Substance Use
- Anxiety and Depression
- Difficult Workplace Situations
- Phobias
- Manager Support
- Problems at home
- Problems at work
- Feelings of sadness, fear, or unhappiness
- Frequent mood swings
- Loss of appetite or overeating
- Sleep disturbances
- Feelings of being overwhelmed, chaotic, or helplessness



## **Where can I find resources online?**

If you prefer self-guided digital tools for your mental health and wellbeing needs, you can visit our digital resources via our website. This includes links to a range of apps that have been screened and reviewed by our senior clinicians.

**[work.caraniche.com.au](http://work.caraniche.com.au)**

**Call us 24 hours a  
day, 7 days a week or  
make an appointment  
online**

---

**1800 099 444**

**[work@caraniche.com.au](mailto:work@caraniche.com.au)**

**[work.caraniche.com.au](http://work.caraniche.com.au)**

Making people the priority