

A woman with dark hair, wearing a light green t-shirt, is smiling broadly and looking at a laptop screen. She is in a meeting room with other people, some of whom are visible in the background. The scene is overlaid with large, semi-transparent red and blue circles. The text 'Employee Assistance Program' is written in large, white, serif font across the red circle. Below it, the text 'How Caraniche at Work will support you' is written in a smaller, white, sans-serif font. In the bottom left corner, there is a logo consisting of two overlapping circles (one red, one blue) and the text 'CARANICHE AT WORK' in a dark blue, sans-serif font.

Employee Assistance Program

How Caraniche at Work
will support you

 **CARANICHE
AT WORK**

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

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.



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.caraniche.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

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

1800 099 444

work@caraniche.com.au

work.caraniche.com.au

Making people the priority