



# *Employee Assistance Program*



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# Who Are Activ8 Mind ?

Activ8 Mind are a leading SA health and human services provider specialising in mental health and positive behavioural change. We work with clients across the Medicare, Workers Compensation, NDIS, DVA and personal insurance funding frameworks. Activ8 Mind clients benefit from a strong skill set that guarantees a high quality, client centered approach and a measured service. Our service delivery model focuses on highly responsive, educative, solution and outcome focused support. Our success is in knowing and living our organisational values.



Activ8 Mind believe in providing thoughtful care, being proactive and creating an impact. Underpinning all of this is our value in GROWTH ~ adopting a growth mindset, growing our capabilities and expertise and helping our clients grow towards their goals. This is how we achieve independence, wellness, personal growth & transformation.

*- Suzi Bell*



# EAP... the What and Why

## WHAT is an EAP

An Employee Assistance Program (EAP) provides confidential counselling that is SHORT TERM, PROACTIVE and PREVENTATIVE in order to bolster the emotional, mental, and overall psychological health of employees (and sometimes their immediate family).

An EAP assists in the resolution of both work-related and personal challenges that could potentially impact performance and well-being.

These challenges encompass a wide range of issues such as relationships, health concerns, trauma, substance abuse, gambling, financial struggles, depression, anxiety, psychiatric conditions, communication difficulties, legal matters, adjusting to change and life's curve balls. The issue could literally be anything you need a private outlet and opportunity to talk through. As access is easy and quick (no GP referral required) you can get started with resolving your issues faster.



## Benefits of an EAP

Fast

Flexible

Accessible

Convenient

Confidential

**An EAP is not just a GIFT to your staff, or tick on the employer of choice box, recent recommended updates by SafeworkSA on providing a mentally health workplace specifically stipulate an EAP should be provided to reduce psychosocial risks and maintain a mentally healthy workplace.**



Research has identified that:

- Where employees accessed an EAP, over 50% claimed it prevented them from missing time from work due to their issue
- 64% of people indicated that their ability to cope with the demands of their job was good or very good after accessing EAP
- 9% stated their satisfaction with life was good or very good before EAP and this rose to 57% post EAP counselling

## Our Team



Our team comprises Psychologists, Mental Health Social Workers, Counsellors and Behaviour Specialists each of whom, whilst adopting evidence based strategies, bring their unique educational and diverse backgrounds to the service. Each practitioner is required to complete continuous professional development to maintain their professional registration. As an organisation, Activ8 Mind further support ongoing growth through the provision of specialised training on many topics including suicide prevention, trauma, addiction and family violence.

## Getting more from your EAP

Consider using your EAP for a range of mental health issues and life challenges as well as improving mindset, function and performance

- General feelings of depression and anxiety
- Relationship and marital conflict
- Emotional stress
- Family counselling (includes scope for key family members to participate)
- Parenting difficulties
- Supporting children through difficult times (eg separation, changing schools, yr 12 exams, sexual activity)
- Grief and loss
- Adjusting to change (eg family members with new jobs or job loss, separation, moving house, impact of sudden injury/ disability )
- Addiction ( eg gambling , gaming, social media)
- Alcohol and substance abuse
- Workplace conflict, stress & burnout
- Exposure to trauma
- Improving mindset, performance and wellbeing
- Goal setting ~ great for the new year!

# EAP ~ how it works

Activ8 Mind can tailor an EAP package to suit your organisation.  
The standard inclusions will be a set number of confidential counselling sessions per person, per calendar year.

Counselling appointments are offered from either of our two locations: **Parkside** or **Parafield** or via telehealth.

We offer counselling sessions between 8am–7pm Monday–Friday, 50 weeks per year.

Enquiries will be responded to within 2 hours or the next business day, with appointments guaranteed within 2 working days.

1

Contact us via phone, email, website

2

Activ8 Mind acknowledge enquiry & check eligibility & limits

3

Basic Information collected and appointment scheduled



# EAP Inclusions

Regardless of your EAP package, all client organisations will receive



## PROGRAM BRIEFING SESSION

An introductory in person, F2F group session provided to all or key staff to outline Activ8 Mind's EAP program, its benefits, access and usage opportunities.



## REPORTING

3 quarterly reports and an annual summary report will be provided to show overall usage, common themes of the presenting problem and identified basic demographic data.



## MARKETING & COMMUNICATIONS MATERIALS

We provide posters, flyers and wallet cards for all staff to be placed around your physical premises. Access to facebook events and social media linkages provide further information about EAP and key mental health concerns to your staff.



## CUSTOMER PLAN & CONTRACT MANAGEMENT

Activ8 Mind provide a dedicated account manager and scheduled bi annual F2F meetings to review EAP delivery, inclusions and success. These meetings are also a great way to better plan for and ensure you access the valuable add on's we offer.



# EAP Inclusions

Regardless of your EAP package, all client organisations will receive



## PRIVATE & CONFIDENTIAL COUNSELLING

Set number of private counselling sessions. This can be provided to staff only, or be extended to their immediate family/ households. Counselling is provided in one of our offices (Parkside or Parafield) or telehealth (phone & video).



## CRITICAL INCIDENT DEBRIEFING

Providing on site support to staff following a significant adverse event in the workplace (such as death , serious injury , significant trauma) to assist them to debrief and provide support to manage the trauma.



## MANAGER ASSIST

We can provide coaching and advice to assist with a variety of people management issues and provide communication and leadership guidance to overcome conflict & debrief after a challenge. This service can be accessed via a quick 15 minute call.



## TAKE A BITE- TOPICAL INFORMATION SESSIONS

Activ8 Mind will provide 1 "Take-A-Bite" Information session for staff or select teams per year. Organisations can select from a range of suggested topics so that the most relevant information is delivered.

# EAP Extension Options

## Accessing the little extras

### EMPLOYEE SATISFACTION SURVEY

Activ8 Mind can administer a confidential survey to assess critical factors known to influence job satisfaction. We will then use this information to guide our *"take a bite"* sessions and other vocational / workplace advisory services provided to you.



### RECRUIT ASSIST- PSYCH TESTING

Ever thought about a more evidenced based approach to your recruitment, or just wanting more information about your candidates. Activ8 Mind can apply psychological, behavioural and cognitive testing to better inform selection and ongoing employee management.



### CAREER COACHING & VOCATIONAL MENTORING

Staff can access expertise to assist them understand their own performance drivers and plan for their next role within your organisation.



### EXIT INTERVIEW

Exit interviews are a valuable source of information for workforce planning and management, however often exiting staff are not comfortable being open and honest with a colleague or manager. We can remove that conflict and take the pressure off.



### GROUP FACILITATION - WORKSHOP DEVELOPMENT

We can assist you to design a tailored workshop or provide assistance as a facilitator to lead a team building or brain storming session



# *Confidentiality & Records Management*

## **In control of information**

The success of EAP lies in the guarantee of confidentiality. Your staff can be assured that we will maintain their confidentiality and privacy .

Activ8 Mind have systems in place to ensure that staff from the same organisation will not have appointments scheduled whereby they are likely to cross paths.

Only limited (as legally necessary) information is collected on individuals.

Activ8 Mind adopt a categorisation system to capture information about the themes or the reason for the counselling, minimising the need for explicit confidential information to be reviewed during the reporting process.

All records are securely maintained in our database which has access limitations so that only the counselling staff have will access.



# Points of Difference

## Workplace specialists



Not just a general psychology practice– Activ8 Mind have expertise in managing workplace psychological injuries, workplace issues and workplace mental health. With original roots in rehabilitation, we have a strong history working with organisations to support the wellness and wellbeing of staff.

## Customer service



As a local provider, Activ8 Mind can offer a superior customer service experience with greater access and improved face to face service delivery. All psychologists/ counsellors are employees of the organisation and are highly invested in the Activ8 Mind EAP program delivery.

## Focus on function



Activ8 Mind do not just provide reactive counselling. We are PROACTIVE in identifying your value adds sessions so you ACTUALLY GET THEM

## Employee Satisfaction Survey



A unique option to add on to your EAP, which genuinely helps to understand the emotional landscape of your workplace.





# Fees & Package Options

## PREMIUM PLUS

5 sessions per person  
Additional 2 "Take a Bite" information sessions (4 total)  
Employee Satisfaction Survey included  
All standard EAP inclusions  
EAP extension options (fee for service)

## PREMIUM

3 sessions per person  
All standard EAP inclusions  
EAP extension options (fee for service)

## Pricing

**\$210**  
p/h + gst

EAP Sessions  
Critical Incident Debriefing  
Manager Assist  
Career Coaching  
Vocational Mentoring

**\$160**  
p/h + gst

Exit interview

**Price on  
application**

Workshop development  
Psychological testing  
Recruitment assistance

# Frequently Asked Questions

## Can you service regional / interstate staff ?



We are able to accommodate service requests for regional & interstate employees via the provision of telehealth appointments. Telehealth is also available to local employees should they prefer.

## What is Telehealth ?



Telehealth has emerged as a highly effective method of service delivery for psychology and counselling services as it provides improved accessibility, especially to those in remote or rural areas, it is highly convenient, less disruptive to work schedules and offers greater flexibility. Telehealth can also serve to reduce anxiety if the employee feels more comfortable discussing sensitive issues in their own environment. Studies have shown that telehealth can be as effective as in person therapy.

Telehealth is also available to local employees should they prefer.

Telehealth options can include phone and video. Preferred video modality for Activ8 is TEAMS which can be easily set up for the client via a valid email. Negotiation on alternate platform can be considered at the employee's request should it be requested. Activ8 staff will ensure they remain in a confidential environment however whilst undertaking telehealth with employees.

## Can you provide ongoing mental health support ?



It is not unusual for an employee to require more than the agreed number of therapy sessions. In situations whereby an employee is likely to have their challenge resolved within another 1-2 sessions Activ8 Mind will approach the employer to consider approval for additions. We appreciate that this would be approved on a case by case basis and not actively promoted as an expectation to employees.

Employees will also be provided with information for how they may be able to access subsidised psychology services under a Medicare Mental Health Care Plan (MHCP) or private insurance. Activ8 Mind are able to offer continuity of service with an employee continuing therapy under a MHCP if required.

# FAQ cont...



## How do you manage at risk employees ?

Activ8 Mind take employee safety very seriously. Organisationally, we have roots in the rehabilitation and injury management industry and have a strong appreciation of the importance and seriousness of keeping people safe at work.

Whilst upholding confidentiality is paramount within an EAP, when an individual is recognised to be at risk at work or may cause risk to their colleagues/ employer, Activ8 Mind navigate the situation carefully to balance confidentiality with the need to protect everyone involved and take the following steps:

- Immediate evaluation – conduct an employee risk assessment to determine severity and immediacy of the threat including employees mental state, potential for self-harm , harm to others, specific threats.
- Discuss and clarify confidentiality with the employee – including exceptions where this may be breached as well as outline our legal and ethical obligations to protect both the employee and their colleagues.
- Encourage voluntary discussion between the employee and employer
- Notify the employer in instances where there is a clear and imminent risk, only providing necessary information to mitigate the risk
- Provide ongoing support – this is in the form of 1;1 therapy sessions for the employee as well as via our manger assist program for the supervisors/ staff involved
- As appropriate, directly liaise with the employer regarding the staff members capacity to return to employment and duties and whether any restrictions may be suggested.



*This is the beginning of  
something good*

