

## At Centacare, we believe in wellbeing for all.

We advocate for, support and service vulnerable members of our community

We do this by:

- Providing services that are flexible and responsive to the needs of our communities.
- Building strong connections and partnerships.
- Empowering individuals to create change for the better.
- Creating resilient communities by giving all people a voice.

## Other Centacare Services

### Support Mental Health:

We offer individual, couples or family counselling sessions to help support you to achieve a better sense of wellbeing and improved relationships.

### School Wellbeing Program:

For our children to think right, they must first feel right. Our School Wellbeing Practitioners work with students, families and school staff within the school communities.

### Support with your NDIS Plan:

Your NDIS coordinator will work with you to find quality supports, link you with the right providers provide support with social and community access.

### Have you recently settled in Australia?

Our settlement, Engagement and Transition Support team (SETS), can help new Australians to feel better connected and supported in your community.

### Parental Support:

Our Educators are available to provide parental coaching and individualised tailored support strengthen parent child relationships.

### Psychology Services:

Provides psycho-educational assessments and evidence based intervention for both individuals and groups and is Medicare Registered Provider.

## Centacare South West NSW

Wagga Wagga | Albury | Griffith | Mulwala |

**P: 1300 619 379**

**E: [info@centacareswnsw.org.au](mailto:info@centacareswnsw.org.au)**

**[www.centacareswnsw.org.au](http://www.centacareswnsw.org.au)**



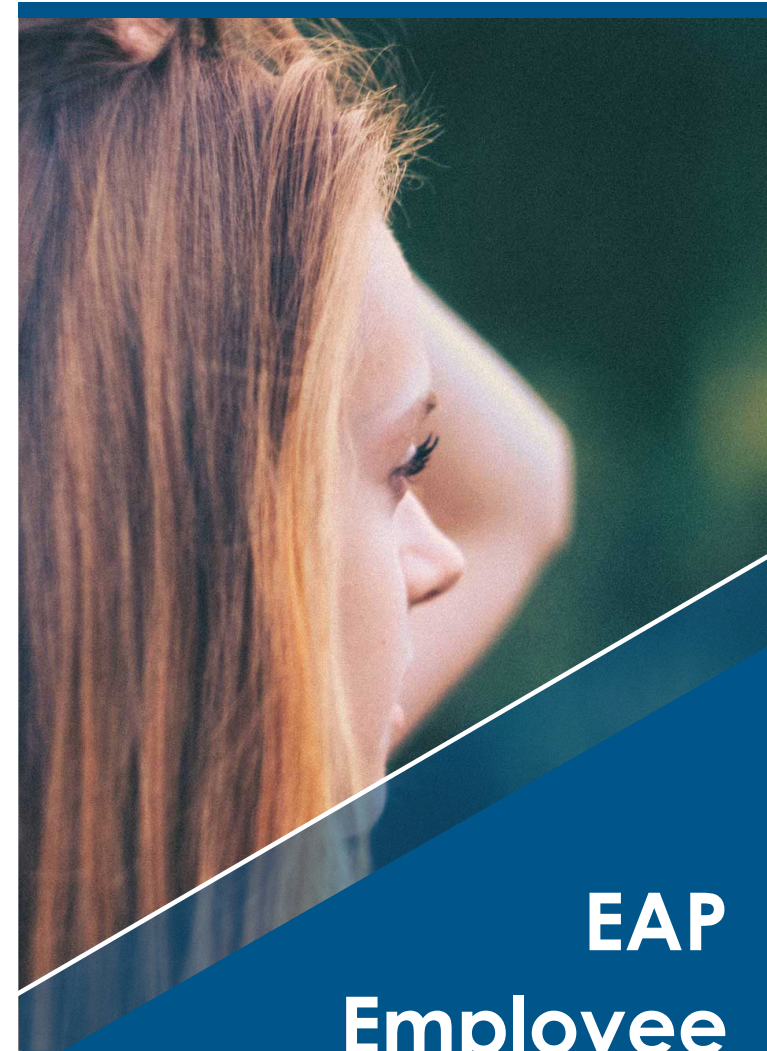
Office locations:

**Wagga Wagga**  
203 Tarcutta Street

**Albury**  
449 Olive Street (PO Box 3143)

**Griffith**  
140 Yambil Street (PO Box 2330)

**Mulwala**  
109 Melbourne Street



# EAP Employee Assistance Program

**At Centacare we are passionate about supporting all people in our community. We belong to the Wagga Wagga, Albury, Griffith and surrounding communities. We believe in wellbeing for all.**



### **What is EAP?**

Employee Assistance Program (EAP) is a professional service that offers counselling, guidance and support to employees.

These short term counselling sessions are provided to you *free* of charge by your employer.

Your EAP service is Voluntary and Confidential

### **Is EAP only for Work related issues?**

NO ... EAP counselling is available for a range of issues that may include

- Relationship issues
- Anxiety/ Depression
- Grief
- Stress Management
- Traumatic counselling
- Decision making
- Career Concerns
- Organisational change
- Goal Setting
- Work life balance
- Conflict Resolution
- Separation/ Divorce

### **When is it helpful to talk to a counsellor?**

Counselling can benefit people struggling with emotional difficulties, life challenges, and mental health concerns. It's like physical exercise but for your brain.

If you experience any of the following emotions or feelings to the extent that they interfere with life, counselling may help you reduce their effects. It's especially important to consider getting help if you feel controlled by symptoms such as

- Feeling Distracted
- Struggling at Work
- Anxiety and Stress
- Low Motivation
- Poor Concentration
- Social Isolation
- Feeling Overwhelmed
- Sleeping Difficulties

### **What Happens in Counselling?**

Our Counsellors will talk with you about your concerns and help you to address your problems in a positive way by helping you to clarify the issues, explore options, develop strategies and increase self-awareness. For some people, just the process of telling their story to a counsellor, and being listened to, is helpful.

Through EAP counselling, none of your confidential conversation is discussed with your employer.

### **Who are Centacare EAP Counsellors?**

Our Counsellors are fully qualified and registered Psychologists and Social Workers, they have a minimum of 5 years post graduate experience and adhere to the professional code of ethics. They are registered with relevant professional body (APS and AASW)

### **How do I access EAP?**

Simply phone us on 1300 619 379 or email [eap@centacaresnsw.org.au](mailto:eap@centacaresnsw.org.au) and chat with our friendly team, mention you would like to access EAP counselling and the name of your workplace.

We will arrange an appointment with one of our EAP Counsellors.

Your EAP can be delivered face to face, by phone or video conferencing

### **Will my Employer know I have accessed EAP?**

**NO!** Trust is very important. This service is completely confidential. Your employer or colleagues will never know you have contacted us, your privacy is guaranteed.

Early intervention with a minor issue may help prevent it developing into a major one.