

Our Experience

ACCESS Programs has been delivering Employee Assistance Programs since 1989 and we have helped many thousands of people effectively deal with problems at home and at work.

All of our counsellors are highly qualified and experienced.

Visit our website for information, links and tips covering a wide range of topics.

www.accesssa.com.au

Call us

Whatever the nature and extent of your concerns, feel free to call us. We are available by telephone 24 hours a day.

Simply provide some basic details about yourself and your workplace and we will offer you a confidential appointment with a counsellor at a time that suits you.

Contact ACCESS Programs for confidential enquiries and appointments

In Australia call **1300 66 77 00**

In New Zealand call **0800 327 669**

In Other Countries dial your country code followed by **800 5004 0000**



www.accesssa.com.au



Your Employee Assistance Program



Your Employee Assistance Program

Your Employee Assistance Program (EAP) is a counselling service provided by your employer which is free, voluntary and confidential.

ACCESS Programs is the external counselling service which has been selected by your employer to deliver your organisation's EAP.

ACCESS Programs can assist when personal, family or work issues are impacting on your well-being or quality of life. Through access to qualified counsellors, you have the opportunity to identify problems and find ways of resolving them.

ACCESS Programs counsellors are qualified and experienced. Our counsellors use short-term, solution-focussed counselling techniques.



Confidentiality and Privacy

No one, including your employer, will know that you have sought counselling. Using the EAP will not affect your position at work.

ACCESS Programs offers 24 hour telephone contact. Counselling is available in a variety of convenient locations and may be offered out of hours.

ACCESS Programs counsellors are independent of your employer and committed to maintaining your confidentiality. They will not disclose information you have shared unless you request it and authorise them to do so in writing.

Counsellors, like other professionals, may be legally bound to disclose information in some exceptional cases, such as in the case of risk to self or others.

When to Contact ACCESS Programs

How you feel is always a good way of judging when you might need assistance.

If you find yourself:

- Being distracted by problems at work or home
- Getting tired or sick
- Having days off
- Feeling emotional
- Running late
- Missing deadlines
- Being involved in conflicts
- Burdened by everyday concerns

Then, you may wish to make use of your EAP.

Some common issues people seek assistance for are:

- Relationship and family problems
- Grief and loss
- Conflict with fellow workers
- Gambling
- Alcohol and drug use
- Stress
- Emotional distress

