

Note: DEFGRAMS need only be retained while the information is relevant. Publications can be accessed on the Defence Intranet at <http://defweb.cbr.defence.gov.au/home/documents/departme.htm>

EMPLOYEE ASSISTANCE PROGRAM—FOR CIVILIAN EMPLOYEES

One of the principles of the *Defence Employees Certified Agreement (DECA) 2002–2003* states that:

Defence recognises that the welfare of its employees is an important element of achieving results through people. Defence will provide confidential and professional counselling services for all employees and their families to help them resolve work-related problems or personal problems that may impact on their working lives.

Employee Assistance Program (EAP) is not meant to deal with all workplace issues, rather it is part of a range of support services available within the Australian Defence Organisation (ADO). Other services such as those offered by the Defence Equity Organisation, Field Case Managers, Performance Management and Complaints Resolution Agency, may be more appropriate, depending on the issues involved. Australian Defence Force (ADF) members are able to access a broad range of services through their command chain as well as ADF health facilities, the Defence Force Psychology Organisation, Defence Community Organisation (DCO), and service chaplains in their local areas. The ADF Mental Health Strategy web site (see www.defence.gov.au/dpe/dhs/), is also a useful resource for all ADO personnel.

Currently arrangements under the EAP operate across Australia, but the approach, availability and level of service is inconsistent and variable. Under the DECA provisions supporting the principle above, Defence has undertaken to develop a national EAP which will deliver consistency of service Defence-wide. The national EAP will enable fair and equitable access by all civilian employees and their dependants, to Defence-funded confidential and professional counselling services.

A working group to develop the policy for a national EAP has been formed and consists of volunteer employee representatives from Corporate Services and Infrastructure Group (CSIG), Defence Materiel Organisation, DCO, a CPSU union organiser, who will also represent the interests of other unions, and Defence Personnel Executive representatives.

The working group is undertaking its task by:

- Conducting an employee needs analysis.
- Examining what other government agencies provide for their employees.
- Undertaking a detailed analysis of employee needs and the approaches taken by other agencies.
- Formulating a policy that includes provision for confidential reporting systems; and links the EAP strategy and reporting systems to Defence's occupational health and safety compliance requirements as well as the overall health and wellbeing strategy.

The policy will be used in the development of a Statement of Requirement as part of the tendering process for the delivery of a national EAP. CSIG will be responsible for the tendering process and implementation of a national EAP.

The working group will communicate progress in the development of a national policy by way of DEFGRAMS, articles in *The Key* and *Workplace Relations* newsletters and will endeavour to ensure that all Defence civilians are aware of the program.

As part of the needs analysis for EAP, focus groups will be conducted in several areas during August. If you are interested in participating in a focus group, please contact your local Defence EAP representative (as listed in [annex A](#)) or email the following address with your details.

For further information or comments on EAP please contact your regional representatives or email eap@defence.gov.au.

In the meantime, current arrangements will continue. Below are some explanatory details of EAP.

What sort of difficulties can EAP be used for?

- emotional problems, eg stress, anxiety, depression;
- marriage/relationship or family problems;
- drug and alcohol dependency;
- grief/loss or bereavement;
- work-related issues; and
- any crisis situations requiring defusing/debriefing of staff.

How can it help you?

Counsellors assist by helping you to:

- clarify the problem,
- look at the causes, and
- develop different ways to resolve it.

Usually the first session is an informal talk between the counsellor and you lasting about one hour. During this time you and your counsellor can start to draw up a plan to deal with your problem.

Do I have to pay?

The service is provided **FREE OF CHARGE** though in most regions, there is a limit to the number of visits that Defence provides initially. Counsellors can provide referral and support for further specialist assistance if you require further assistance after the initial sessions.

Will it affect my job?

No one needs to know you have been to see the EAP Counsellor. When you make contact with either your Human Resources Field Case Managers listed below or with the EAP service provider directly, **confidentiality is absolutely guaranteed**. Job security and promotional opportunities will not be jeopardised by seeking help through the EAP service.

Who do I contact?

If you require the services of a counsellor please contact the appropriate contact officer in your region as set out in [annex A](#).



SUE PARR
Director-General
Personnel Policy Employment Conditions



CHARLES OAKENFULL
Assistant Secretary
Personnel Services Delivery

Annex:

- A. [Employee Assistance Program contact details](#)

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REGION	CONTACT OFFICER	PHONE	PROVIDER
ACT and Southern NSW	Ms Margaret Warburton Ms Janet Salkeld	(02) 6266 2078 (02) 6266 2077	ACT EAP uses a variety of providers by referral
Southern Victoria	Self-referral to provider ^(a) Mr Gary Rennie	(03) 9816 9522 ^(a) (03) 9282 3696	Inter-Church Trade/Industry Mission Workplace Initiatives
Riverina Murray Valley (Albury Wodonga Military Area, Kapooka and RAAF Base Wagga)	Mrs Brenda D'Helin	(02) 6055 2165	Inter-Church Trade and Industry Mission as well as a variety of other providers
South Australia	Self-referral to Central Psychology ^(a) ITIM ^(a) Rehabilitation Unit	(08) 8410 2342 ^(a) (08) 8259 6891 or AH (08) 8212 8900 ^(a) (08) 8259 6458	Central Psychology Inter-Church Trade and Industry Mission
South Queensland	Mr Ross Potter Mr Andrew Leader	(07) 3233 4365 (07) 3233 4461	South Queensland EAP uses several providers
North Queensland	Ms Irene Hobbs Mr Dennis McLeod	(07) 4771 7524 (07) 4771 7083	NQ EAP uses several providers
Sydney Central/Sydney West/South/ Central Northern NSW	Ms Preeti Lulla Mr Michael Ogilvie	(02) 9377 3070 (02) 9377 2183	NSW EAP services (excluding Riverina/Murray Valley) are provided by Davidson Trahaire
Tasmania	Mr Ray McQueen Mr Phil Spehr	(03) 6237 7246 (03) 6237 7149	Tasmania EAP uses several providers
Western Australia	Mrs Julie Murphy Mr Sean McCarthy	(08) 9311 2548 (08) 9311 2559	WA EAP uses a variety of services
Northern Territory/Kimberley	Ms Sarah-Jayne McBride Rhydfe Plummer Gail Boland	(08) 8935 4241 (08) 8935 4242 (08) 8935 4235	NT EAP services are provided by Employee Assistance Services (NT Inc)
Defence Intelligence Group	Ms Jonnine Negus	(02) 6265 0740	DIG EAP uses several providers
Defence Science and Technology Organisation	Mr Paul Walker (Melbourne) Self-referral to ITIM ^(a) Mr Bruce Bungey (Edinburgh) Self-referral to Central Psychology ^(a)	(03) 9626 7378 (03) 9816 9522 ^(a) (08) 8259 7873 (08) 8212 8900 ^(a)	Inter-Church Trade and Industry Mission

Note

(a) Direct contact numbers for providers.