visit qheps.health.qld.gov.au/eap

Employee assistance services provided by

OPTUM

Ph: 1800 804 640
Our employees are the most important part of Queensland Health (QH) and we recognise the importance of a work-life balance.

**Overview of Employee Assistance Program**

Employee Assistance provides professional short term counselling for up to six (6) sessions per calendar year, offering employees assistance with managing personal and/or work related issues which may affect work performance or personal life.

**Statewide Employee Assistance Program**

Employee Assistance Program (EAP) services are provided by the externally contracted company – OPTUM.

**What services does Employee Assistance Program provide?**

- **Counselling**
  Professional short term, for up to six (6) sessions per calendar year. This is a confidential service that is available 24 hours a day, 7 days a week and 365 days a year at no cost to you.

- **Manager assist**
  Provided for managers and supervisors of QH employees specifically designed to help manage and pro-actively address people management issues at an early stage.

- **Crisis response services**
  Provides immediate services to any sudden and traumatic event that impacts on a person’s physical and emotional state to minimise the organisational and individual risk.

**What types of issues may be addressed through Employee Assistance Program?**

Assistance can be provided for a variety of personal and/or work related issues which may impact your work performance, including:

- Interpersonal conflicts
- Relationships and family problems
- Emotional stress and depression
- Grief, bereavement, loss
- Financial and legal issues
- Drug and alcohol problems
- Gambling problems

- Life threatening/serious illness
- Career concerns
- Work environment problems
- Individual follow up of crisis response.

**Who can access Employee Assistance Program?**

Employee Assistance can be accessed by all Queensland Health employees, managers/supervisors and the immediate family members of employees. These services are confidential and based on self-referral, however a manager or colleague may wish to support you by referring you to Employee Assistance. Referrals to other services outside of Employee Assistance are often provided to support employees beyond short-term counselling and may not be free.

**How can Employee Assistance Program be accessed?**

Employee Assistance is voluntary at all times, is self-referred and is free-of-charge for up to six (6) counselling sessions per calendar year.

**Employee Assistance Program on QHEPS**


The Employee Assistance site contains more detailed information on our core services as well as:

- Disaster Management Information;
- Specifically designed Locate Your Support page;
- Frequently Asked Questions;
- A confidential email address for enquiries and feedback about the EAP; and
- downloadable resources such as A3 posters.