



Toolbox Talk

EMPLOYEE ASSISTANCE PROGRAM (EAP)

As part of the Programmed team, we believe your health and well-being are paramount to both your ability to perform your work duties, and your ability to enjoy your life.

Programmed has partnered with expert providers who will provide professional assistance services to you and your immediate family.

What is the Employee Assistance Program (EAP)?

The EAP provides counselling and wellbeing support to all Programmed employees and their eligible, immediate family members.

You can feel comfortable using EAP to confidentially discuss any work or personal issues that are an inevitable part of life.

Most of us have times in our life when we feel overwhelmed by a situation. The EAP can provide help with work-life balance issues, traumatic events, family issues, grief and loss, managing conflict, and personal issues such as anxiety, depression or anger.

How does EAP work?

There are two ways of accessing EAP:

- Self referral – Programmed staff and employees can refer themselves to our Provider.
- Workplace referral - Managers and supervisors can recommend / encourage employees to make use of the counselling service if there appears to be an issue that is affecting their work.

How do you make an appointment?

Converge International is the provider in Australia. Call 1300 687 327 to make an appointment in your region.

Vitae is the provider in New Zealand call 0800 666 367 to make an appointment.

When calling the providers let them know that you are a Programmed employee and that the charges will be met by Programmed.

Should you need anymore information contact your local HSE team member or Programmed Representative for field employees.



Download the
Converge App

Search 'Converge International' in
the app store or scan the QR code



Organisation Code

PROGAIQV



FREQUENTLY ASKED QUESTIONS ABOUT EAP

Where does counselling take place?

All counselling and coaching is provided face to face offsite at one of the providers counselling locations, over the phone or online, depending upon your preference.

How much does EAP cost?

The EAP offers confidential and professional assistance that is voluntary and free of charge to staff, employees and their families for up to three sessions.

Is EAP confidential?

Yes. Your confidential information will not be disclosed to Programmed without prior consent of the employee.

Who are the counsellors?

The counsellors are a highly professional and caring team of qualified psychologists and social workers. They all have peak industry body accreditation and vast experience.

How long is a EAP session?

An EAP session is approximately one hour in duration.

What can EAP assist with?

- Relationship/marital problems
- Grief and bereavement
- Balancing family and work responsibilities
- Addictions
- Depression and anxiety
- Nutrition and lifestyle
- Money management