



What is the Employee Assistance Programme?

Your Employee Assistance Programme (EAP) is a professional and confidential service paid for by your employer. It is to assist you if you are experiencing any personal or work related difficulties. This service is provided by an independent company, EAP Services Limited, and their Professionals are all qualified, registered and highly experienced EAP specialists.

What kind of assistance does EAP provide?

EAP Services provides brief, solution focussed support, to help you deal with any difficulties you may be experiencing and to minimise their impact on your life. These discussions with your EAP Professional will be informal, friendly, and focussed on meeting your needs.

How can EAP Services help?

You can talk to an experienced Professional about any number of concerns including (but not limited to):

- Feelings of anxiety, stress or depression
- Family challenges, relationship issues
- Parenting problems, elder care support
- Conflict and tension with colleagues, managers, partners
- Pressures placed on you in the workplace or personal situations
- Coping with serious illness, trauma, grief or bereavement
- Building resilience during times of change and uncertainty
- Preparing for retirement or redundancy
- Frustrations and confusion over your career direction
- Living with addictions and minimising their impact on your life
- Addressing financial matters or personal legal concerns

Why does your organisation have an EAP programme?

Wellbeing in the workplace means you are engaged, motivated, productive and successful, which links directly to your employer having happier staff and a positive workplace culture. Everyone benefits from a more vibrant work environment, opportunities for development and improved performance.

Our EAP professionals are all qualified, registered and highly experienced. We work in compliance with a professional code of ethics and EAP governance standards. As an independent company engaged by your organisation to provide external counselling services, we guarantee a genuine focus on meeting your needs.

How do I access EAP Services?

Appointments are available 7:30am - 7:30pm, Monday to Friday. In addition a number of EAP Services locations offer extended hours, including weekend support. For times when individual circumstances require an immediate response, a telephone service operates providing 24/7/365 support.

What about confidentiality?

EAP Services is completely independent of your organisation and no identifying information about you will be released without your written consent. Confidentiality is assured.

To arrange a confidential telephone, in-person, video or e-counselling appointment anytime, scan the QR code above, telephone our number or visit www.eapservices.co.nz

NZ 0800 327 669 | AU 1800 726 474 | Intl +64 9 353 0906