



FAMILY AND CHILD CONSULTANTS EMPLOYEE ASSISTANCE PARTNERSHIP

Our EAP program can be a great way for you and your staff to access confidential and professional support that is conducive to health, wellbeing, and productivity.

An EAP is designed to provide counselling assistance to staff who are dealing with work/ personal issues and coaching for personal/cultural benefit. The aim of an EAP is to assist your business or organisation to be more productive through the enhanced performance of staff... simply because they are happier, healthier, and better equipped to deal with life's challenges.

There is no annual or upfront fee as our services are charged on a usage only basis. This means that you and your staff have the comfort of knowing that support is available when you need it, without additional cost and whilst OH&S obligations with regards to mental health are appropriately met.

Family and Child Consultants offers an Employee Assistance Program that intentionally educates staff about the normality of mental and emotionally struggles, eliminating stigma and shame. Our approach is:

- Proactive
- Preventative
- Professional

If you would like to know more about Family and Child Consultants and our EAP service, or if you would like to discuss further, please don't hesitate to contact Niki Gent, our Managing Director directly on 0450 671 118 or nikigent@familyandchildconsultants.com



Employee Assistance Program

WHO?

Family and Child Consultants is a professional, confidential counselling service provided to you under your employers EAP (Employee Assistance Program)

WHAT?

EAP is a service that enables employees to access free and confidential counselling or coaching sessions.

- A safe rapport is built with a counsellor where you are supported to talk about issues that may be affecting you.
- You may just need a 'one off' session to discuss a key issue
- You may benefit from short term counselling, where you have opportunity to work through unpleasant thoughts or feelings.
- You may want some coaching in an area of leadership, motivation, communication, or work/life balance.

WHY?

- To address communication and relationship issues
- To alleviate and manage stress
- To deal with grief and loss
- To achieve better work life balance
- To deal with difficult people
- To think and feel better

HOW?

Family and Child Consultants will provide your organisation with a website booking address, contact number and email which will enable you to confidentially arrange an appointment with Family and Child Consultants.

WHEN?

24/7! Our EAP services are available 365 days per year. This is important as staff generally, are not looking for support Monday to Friday, 9-5.



About Family and Child Consultants

Family and Child Consultants is a confidential and professional counselling service with an emphasis on improved relationships and wellbeing. Our intent is to provide the most suitable and effective counselling solutions possible to individuals, couples, and families.

We understand from statistical evidence, research, and practice that the counselling relationship itself is one of the most important elements of therapy. Subsequently, our approach reflects the value we place on this relationship.

Family and Child Consultants has learnt from the pandemic! We presently provide services via zoom and phone nationally. We provide counselling during the working week, after hours (24 hours) and on weekends. We offer a professional service that is affordable, solution focused and sensitive to the unique personal needs of the client.

All Family and Child Consultants counsellors and therapists are appropriately qualified and engaged in regular professional development, professional counselling, and psychology supervision. They are also employees - not contractors. This means that there is consistency within our team and management.

EAP = Good for business

THE FACT IS

Australian businesses lose over \$6.5 billion every year through their failure to assist staff into early intervention and treatment for employees struggling with mental health conditions.

Stress related workers compensation claims have recently doubled, costing \$10billion every year.



3.2 days per worker are lost every year through workplace stress.

When employees feel respected and cared for, they generally feel better about themselves and the work they do. This leads to better morale, and a happier, more productive workplace.

Supporting staff through nurturing a positive, safe, and healthy work environment lessens absenteeism and negative work attitudes

Staff loyalty and cultural excellence is nurtured and developed in the context of an authentically supportive workspace.

Investment in relationships is investment in your most valuable resource – people.

Please see attached our EAP Partnership Agreement,



Family and Child Consultants
1902/68 Elizabeth Street, Adelaide, SA, 5000
info@familyandchildconsultants.com
www.familyandchildconsultants.com
1300 789 649

Corporate and community partnerships.

This agreement is made between:

Family and Child Consultants
ABN 25 658 297 02
1902/68 Elizabeth Street, Adelaide, SA, 5000

AND:

Name:.....

ABN:.....

Address:.....
.....
.....

The parties intend to enter an agreement for services.

Under the agreement for services, Family and Child Consultants is an independent contractor and will accept referrals to provide counselling services to the employees of the Corporate Client.

Family and Child Consultants ensures the quality of the counselling services that are provided.

Family and Child Consultants will ensure that client confidentiality is protected at all times except when legally required in accordance with state laws.



IN WITNESS the parties have duly executed this agreement on the last date written below.

FAMILY AND CHILD CONSULTANTS

Signed by:.....

Date.....

Print Name:.....

Job title:.....

CORPORATE CLIENT

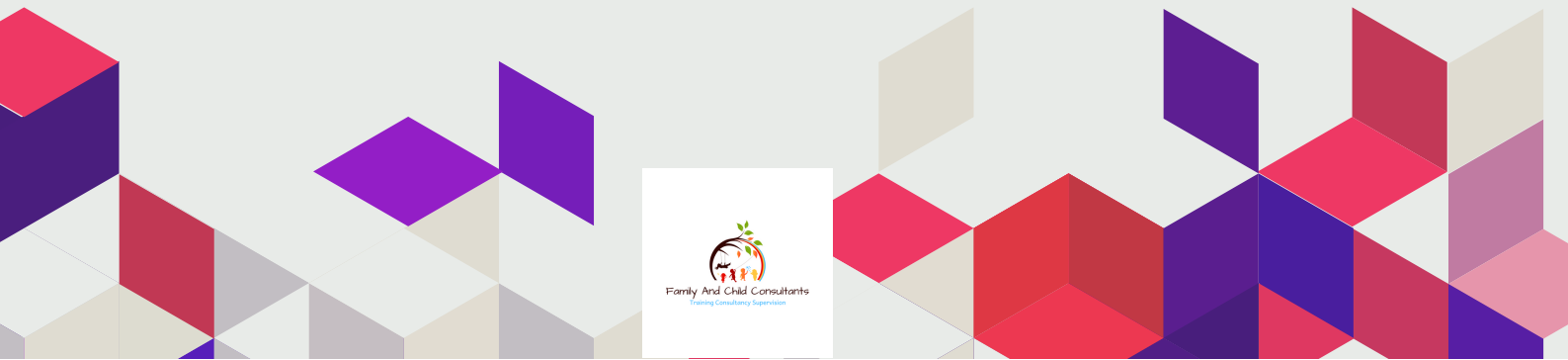
Entity Name:.....

Signed by:.....

Date.....

Print Name:.....

Job title:.....



Process and procedures appointment bookings.

Employees can make contact with Family and Child Consultants to book appointments directly for counselling.

The Corporate Client can also directly refer employees for counselling.

Family and Child Consultants will arrange an appointment time with the employee.

Session allowances

Family and Child Consultants will see:

- Employees for a total of sessions per calendar year unless otherwise
- directed by the Corporate Client.
- Immediate family members living under the same roof are also entitled to a total of sessions per calendar year unless otherwise directed by the Corporate Client.

Session Extensions

If Family and Child Consultants believes that further sessions are required a representative will contact the nominated Corporate Client Representative to request further sessions.

Further sessions will be allocated at the discretion of the Corporate Client.

If declined, no further sessions will take place under the Employee Assistance Program.

Request for information

As part of providing a therapeutic service to the employees, Family and Child Consultants will need to collect and record personal information from employees which is relevant to their current situation. This information will be a necessary part of the assessment and treatment that is conducted.

Confidentiality

All employee personal information collated by Family and Child Consultants during the provision of the therapeutic service will remain confidential and secure except when:

- It is subpoenaed by a court, or



- Failure to disclose the information would place the employee and/or another person at risk: or
- The employee's prior approval has been obtained to:
- Provide a written report to another professional or agency e.g an employer (the Corporate Client), or GP. Confidentiality and limitations are explained at the beginning of counselling sessions.

Cancellation policy

If, for some reason the employee or the Corporate CLinets need to cancel or postpone the appointment, at least 24 hours is required, otherwise the Corporate Client will be invoiced the cost of the session.

Invoicing and payments

Family and Child Consultants will submit invoices for services to the nominated Corporate Client representative on a regular weekly basis.

- Invoices will emailed to the nominated Corporate Client email address.
- Payments are to be made within 30 days of an issue being issue

Schedule of fees

Unlike most EAP providers, Family and Child Consultants is able to offer a competitive fee-for-service arrangement, rather than an annual fee which is often substantial. This provides our client with a low cost, value added service – you only pay for what you use. Additionally, counselling services are offered after hours as well as during the day. No additional fee is charged for after hours or weekends.

Our provision of online training courses is offered at 50% reduced rate. Face to Face training is offered at a 20% reduced rate.

These trainings include:

- Dealing with Crisis Therapeutically (practical TCI)
- Having Difficult Conversations
- Complex Trauma and Attachment Management
- Cultural Awareness: Children in generational care.
- Working in Partnership: multiple stakeholder engagement
- Resilience



Service Description

Please see below services and fees:

- Individual Counselling or Coaching

Counselling or coaching via Zoom or phone.

\$125 per Hour Session

- Manager Hotline

A service which allows manager 24/7 support on managing a difficult situations.

\$35/15 minute increment consultation

- Critical Incident Support

We provide incident management, triage, response, and recommendations following critical incidents. Our responders follow best practice recommendations.

\$125 per Hour Session*

- Incident DeBriefing

Professional external incident de briefing for staff. Include comprehensive report.

\$125 per hour (min 3 hours)*

- Mediation and Conflict Resolution

Our responsive and impartial counsellors and mediators support managers and staff .

\$125 per hour (min 3 hours).

Please note face to face may incur additional fees.



Partner Information

I,..... have read and understood the Agreement.

I agree with these conditions for the counselling services provided to employees by Family and Child Consultants.

CORPORATE CLIENT

Company/Organisation:

Number of Employees:

Name of company representative:

Position:

Business address:

Telephone:

Email:

Authorising Signature:

This agreement is valid until superseded.

