

Health and Wellness Programmes in the Work Place

Title: EMPLOYEE ASSISTANCE PROGRAMME (EAP)

External/Internal deliverer: External delivery – specialist provider

Company contribution (\$/other): Access to provider via phone, on-line and face to face counselling; time off to attend counselling

How it works/Methodology:

1. Company identifies service provider
2. Employee awareness campaign
3. Employees access via confidential appointment
4. Face to face meeting, telephone meeting or e-counselling

Up to 8 counselling sessions annually – no cost to employee

Confidential access to fully qualified and experienced counsellors

Uptake: Not available due to confidentiality – programme is well used

Implementation Issues resolved: Work issues of users (managing change, work load, relationships)

Direct/Indirect costs: Cost to retain provider services; time off for employee using the service

Benefits: Improved morale and working relationships, Improvement in efficiency and work quality

Contact for more information: Head of HR, Lion 09 347 2000