

Employee Assistance Program

Last Update: 28 April 2015

Owner: Manager HWS

- 1 The University offers voluntary, short-term, cost-free, confidential, professional counselling and referral service (the Employee Assistance Program) to all Deakin University staff (including casuals) experiencing work-related and personal problems that are adversely affecting work performance.

Access to the Employee Assistance

- 2 Deakin staff may refer themselves and make their own appointments to see program counsellors.
- 3 Managers can promote the availability of counselling services by providing information to their staff and encouraging staff to make use of the services, and may recommend the program as part of performance management or disciplinary processes. Nevertheless, participation in counselling is at all times voluntary.

Contact Details

GEELONG

Jane Whitmore
155 Myers St.
Geelong 3220
Ph: 5229 5003

Alison Lewis-Nicholson and Pam Scott
Connections
27 Little Myers St.
Geelong 3220
Ph: 5221 0358

Dianne Pearce
5/84 Gheringhap St.
Geelong 3220
Ph: 5277 0094

Sigmund Burzynski and Associates
165 Myers St.
Geelong 3220
Ph: 5229 5564

Edna Osztreicher
Shop 12, 129 Pakington St. (Pakington
Arcade) Geelong West
Ph: 0401 265 796
Availability : Mon - Thurs 8am -8pm

MELBOURNE (Burwood Campus)

Dr Heather Underwood
17 Wellman St.
Box Hill South 3128
Ph: 0409 411 331

Susan Lefroy
7/655 Victoria St.
Abbotsford 3067
Ph: 9429 6214

Danny Chabel and Barbara Fraser
200 High St.
Lower Templestowe 3107
Ph: 8850 0456

Susan Whiteside
Health Hub
1 Welfare Parade
Ashburton VIC 3147
Ph: 0411 049 011
Availability: Tuesday afternoon and early evening, Wednesday evening (7pm– 9pm), Thursday morning and Friday.

MELBOURNE (City)

CAC Counselling
Level 13, 200 Queen St , Melbourne
Ph: 1300 786 860

WARRNAMBOOL

Dr Petra Becker
1 Ardlie Street (cnr Raglan Parade)
Off street parking can be accessed from
Raglan Parade.
Warrnambool, 3280.
Ph: 03 5562 2407

Cecilia Carvalho
East Raglan Clinic
366 Raglan Parade
Warrnambool 3280
Ph: 5562 9466

What Happens When You Make an Appointment?

- 4 At the initial interview, the counsellor will assess the staff member's situation and determine eligibility for the program. An eligible staff member will be offered between one and five counselling sessions.
- 5 If longer term counselling is needed and the staff member agrees, counsellors may
 - arrange referral to an appropriate service provider (who may charge for their services) or
 - request that the Health, Wellbeing and Safety Unit approve a limited number of further cost-free sessions. The client will not be identified.

Confidentiality

- 6 Seeking or using counselling services will not jeopardise the job security or status of any staff member. Where staff choose to disclose to a manager that they are using the counselling services, the manager will treat this information in confidence.
- 7 The identity and details of staff involved in the program will be completely confidential except where required to be disclosed by law. Counsellors will not disclose to other staff or any other party information about the identity of the staff member or the content of counselling sessions. The staff member's personal and health information will be handled in accordance with the relevant legislation and professional codes.
- 8 In order to preserve confidentiality, if staff using the program need to advise their manager of their absence, they need only advise that the absence is for a medical appointment.

Role of the Counsellor

- 9 Counsellors within the Employee Assistance Program will neither advocate on behalf of the staff member nor enter into industrial negotiations. The counsellor may recommend other University resolution processes or discussion with third parties. When requested, counsellors may facilitate or arrange discussions between the staff member being counselled and other relevant University parties, subject to the consent of all parties.