

Who can access this service?

This service is available to employees of The University of Adelaide and their immediate family. Up to three (3) sessions per person (per year) are funded by The University of Adelaide. If you require additional sessions, you will be responsible for the cost.

Confidentiality of counselling services provided through the EAP is paramount and a founding element of the CHG approach to Employee Assistance Programs.

The service is provided independent of The University of Adelaide and is coordinated and delivered by CHG.

No names are included on invoices.

CHG are able to provide telephone and Video sessions - please ask.

EAP Bookings and Enquiries

Please contact CHG, to request an appointment.

T 08 8352 9898

M 0418 883 855
(Urgent After Hours
Psychological Assistance)

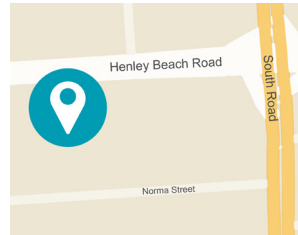
E eap@chg.net.au

Services will be provided by a Psychologist or Social Worker.

CHG Clinics Locations

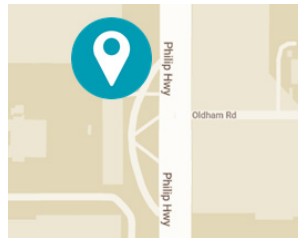
CHG@103

103 Henley Beach Road
MILE END SA 5031



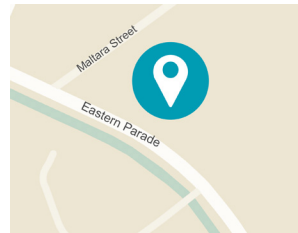
CHG@Elizabeth

180 Philip Highway
ELIZABETH SOUTH SA 5112



CHG@Gillman

136 Eastern Parade
GILLMAN SA 5013



EMPLOYEE ASSISTANCE PROGRAM (EAP) & CRITICAL INCIDENT RESPONSE (CIR)

·WORK·
life & love
BALANCE

In partnership with:



Employee Assistance Program

The University of Adelaide is committed to supporting our employees overall wellbeing and offers you an Employee Assistance Program (EAP) with CHG.

Through the EAP program you have access to confidential professional counselling, at no cost.

This service can be delivered via telephone, video link or face to face away from your workplace, where you can discuss your personal or work related issues in private.

The EAP offers assistance in the following areas:

- ✓ Workplace conflict
- ✓ Grief counselling
- ✓ Relationship difficulties
- ✓ Stress management
- ✓ Anger management
- ✓ Anxiety and post-traumatic stress disorder
- ✓ Alcohol and substance dependence
- ✓ Fatigue and perceived inability to cope with work demands
- ✓ Emotional and mental health issues



Manager Assist

Are you a manager requiring support?

Request a 'Manager Assist' service for a telephone based advisory consult - designed to assist managers, supervisors and team leaders in managing situations such as:

- ✓ Interpersonal conflict
- ✓ Difficult performance management
- ✓ A distressed or unhappy employee
- ✓ Assisting an employee or team to deal with change

Colleague Assist

Are you concerned about a colleague?

Request a 'Colleague Assist' service for a telephone-based advisory service to assist a work colleague with strategies to deal with a range of issues including:

- ✓ Personal issues or non work related stress
- ✓ Work-related stress
- ✓ Difficult personalities
- ✓ Workplace conflict
- ✓ Preparing for a difficult workplace scenario

How can this assist you?

- ✓ Openly discuss concerns and events with a professional, knowing it will remain confidential
- ✓ Develop a management plan to positively move forward
- ✓ Understand emotions and feelings relating to experiences

Critical Incident Response

CHG maintains a Critical Incident Response telephone service that provides access to our staff 24-hours per day 365 days per year. The telephone is answered at all times by a CHG employee and an appropriate triage process occurs based on best practice approaches and the nature of the incident.

24 hour/7 days a week service

M 0418 883 855

Feedback

Your feedback is important to enable CHG to continually improve their services and meet our employee/employer needs.

Please feel free to talk to any of their staff or complete a 'Satisfaction Survey' following each appointment (available from CHG reception or email by request).

About CHG

CHG has been creating and maintaining safe and healthy workplaces in South Australia since 1976. Over this time CHG has evolved their services to meet the changing needs of businesses.

CHG has extensive experience and capability in providing professional counselling services to help people in the workforce maintain or regain psychological health.

Their counsellors are passionate about their work and are at the forefront of clinical best practice and research. They have a detailed understanding of organisations and workplaces and the potential impacts that work and work injury can have on mental health.

CHG provides telephone, video link and face to face sessions from their three (3) CHG locations.

Please ask for details.